

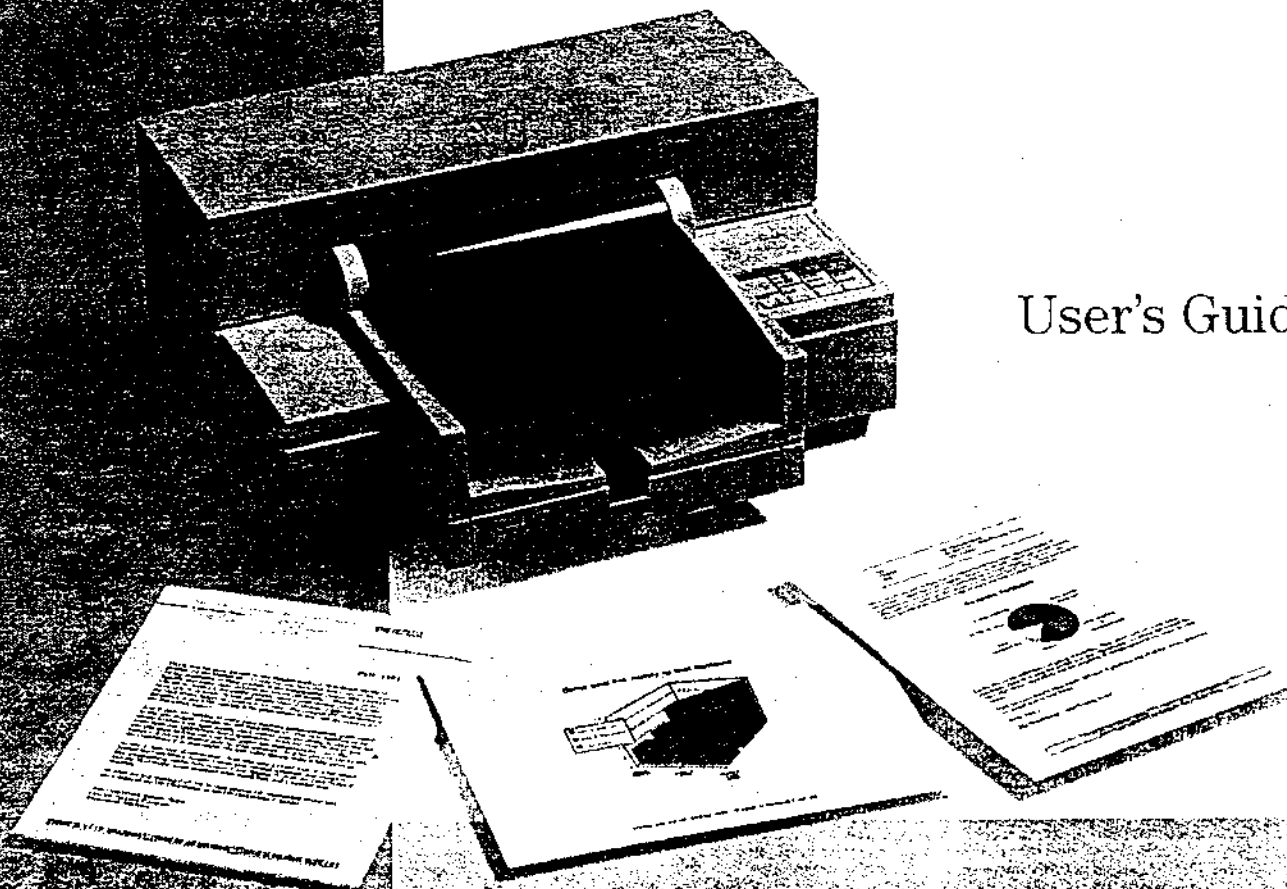


English

# HP DeskJet 550C

Laser-quality Black and Color Printer

User's Guide



## *Telephone Support Numbers*

The following telephone numbers are provided to help you obtain information on HP products and services.

### **For supplies and accessories:**

HP DIRECT (800) 538-8787  
(Monday to Friday 6 am to 5 pm [PST])

### **For information on HP products and your nearest HP dealer:**

HP Customer Information Center (800) 752-0900  
(Presales only Monday to Friday 6 am to 5 pm [PST])

### **If you need help with printer operation or setup:**

HP CPO Customer Support Center (208) 323-2551  
(Monday, Tuesday, Thursday, and Friday 7 am to 6 pm [MST])  
(Wednesday 7 am to 4 pm [MST])

### **For information on HP Service Agreements and Authorized HP Dealers:**

HP Service Agreement Sales (800) 835-4747  
(Monday - Friday 7:30 am to 12 noon PST and  
1:00 pm to 4:00 pm [PST])

### **For additional information**

You can call HP FIRST from your FAX machine's telephone for 24-hour access to ordering information, for updated software application notes, printer drivers, data sheets and lists of supported software and hardware. You must have a touch tone group 3 FAX machine. Pick up the handset on your FAX machine and dial (208) 344-4809. HP FIRST's computer prompts you to use the FAX keypad to enter the code number for the product support information you want to receive by return FAX.

Software application notes and printer drivers are also available through CompuServe's HP FORUM. See "Troubleshooting and Maintenance" for information.

### **Ordering Printer Drivers**

Printer driver updates are also available through the HP Distribution Center at (303) 353-7650. Hours are 7 am to 6 pm (MST), Monday through Friday.

# **HP DeskJet 550C Printer**

## **User's Guide**

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**Manual Part Number**  
**C2121-90026**

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## Getting to Know Your Printer

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### **NOTE**

Before you begin to use your printer, set it up using the instructions in the *HP DeskJet 550C Printer Setup Guide*.

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# **Your Printer Features**

Welcome - and congratulations on your purchase of the HP DeskJet 550C printer. This printer is a personal, professional-quality printer with many unique features which include:

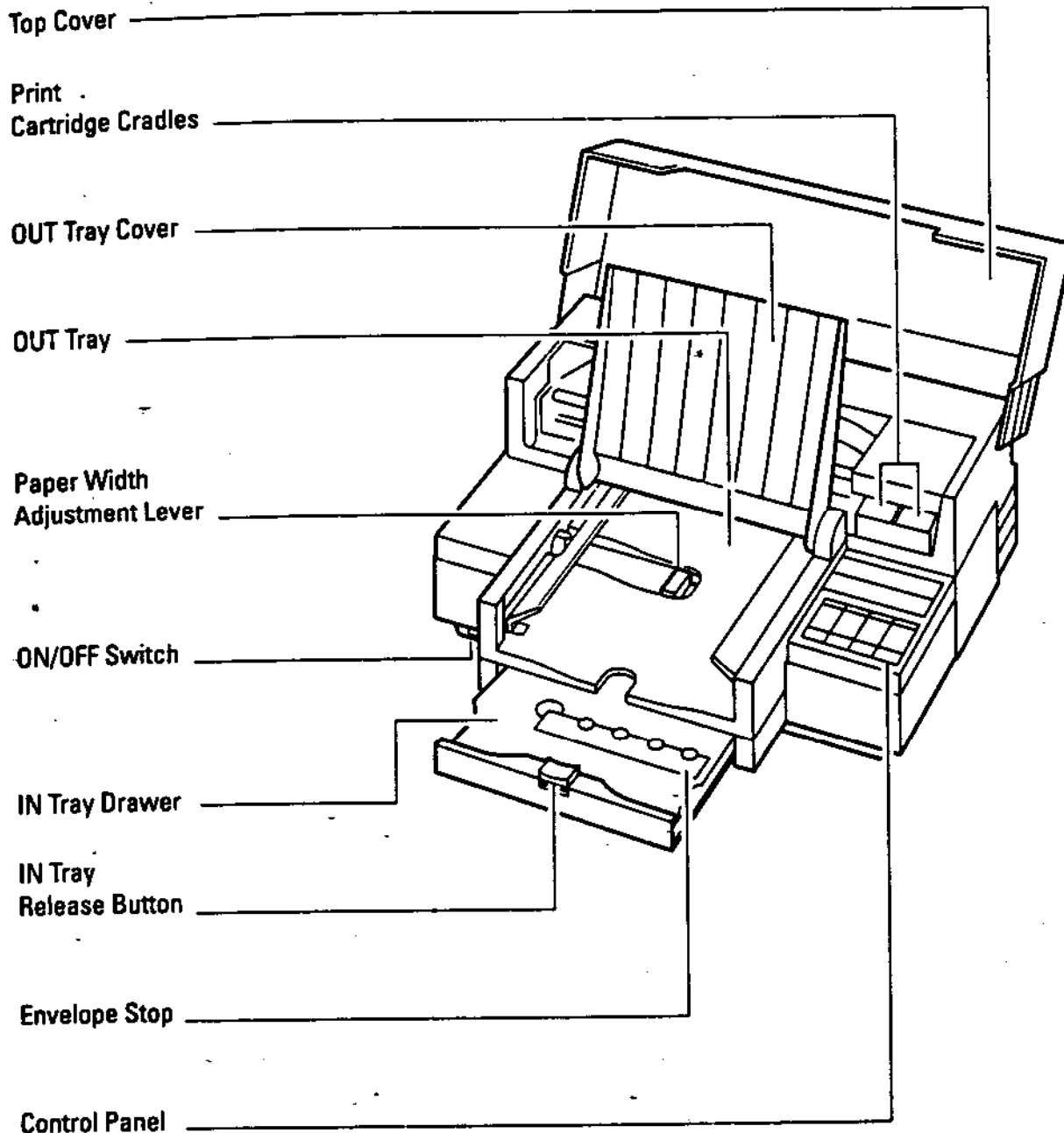
- High-quality 300 dots per inch black and color plain paper printing.
- Black and color printing with two print cartridges.
- Support for a wide range of media types and sizes: plain paper, special paper, glossy paper, transparency films, European A4 size, U.S. letter and legal sizes, and executive size, as well as up to 20 U.S. No. 10 size or European DL size envelopes.
- Six typefaces and numerous fonts selectable through DOS applications.
- Scalable typefaces for Microsoft Windows through the HP DeskJet Series Printer Driver.
- Support for Microsoft Windows applications in black and color.
- Grayscale printing capabilities (depending on the support available in your software application).
- Centronics parallel and RS-232-C serial interface ports for flexibility in setting up your system.

The printer also offers you personal convenience. Its desktop size and quiet operation make it the ideal personal printer in any professional or business environment.

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# The Parts of the Printer

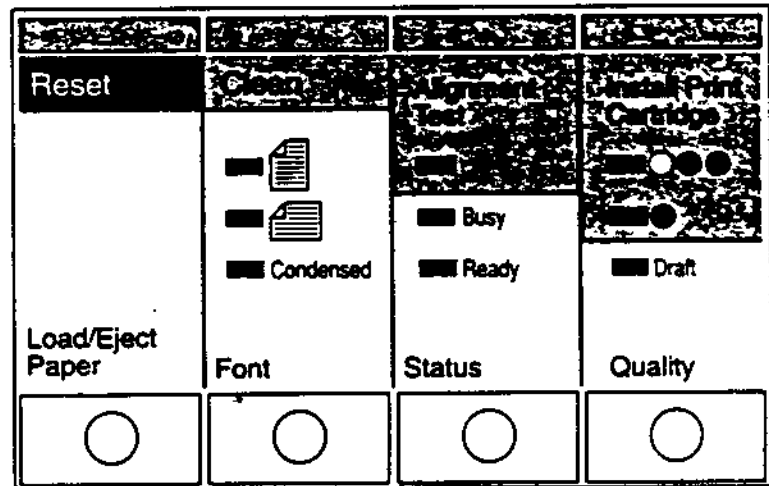
Before you use your printer, make sure you can identify the individual parts shown in the following illustration. These parts are referred to by name and throughout this user's guide.



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# The Printer Control Panel

The HP DeskJet 550C printer control panel has eight buttons and nine indicator lights which are described below








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Some software applications do not allow you to make quality or font selections with the printer control panel. Your software settings take precedence over font selections or print quality selections that you make with the printer control panel. See your software manual for information.

## ***The Printer Control Panel Lights***

This list describes the purpose for each of the lights on the printer control panel.

<b>Light</b>	<b>Purpose</b>
 Portrait Font	Indicates a portrait font is selected or printing when this light is on.
 Landscape Font	Indicates a landscape font is selected or printing when this light is on.
 Condensed Font	Indicates a condensed font is selected or printing when this light is on.
Alignment Test	Indicates that a print cartridge alignment test is selected or in process.
Color Print Cartridge	Indicates the color print cartridge is missing or the wrong print cartridge is installed.
 Black Print Cartridge	Indicates the black print cartridge is missing or the wrong print cartridge is installed.
 Draft	Indicates the selection of draft quality printing. The Draft light is off when letter quality printing is selected. The default is letter quality printing on.
Busy	Indicates that the printer is receiving information.
Ready	Indicates the printer is online and ready to print.

The printer control panel lights also indicate other printer errors when the lights blink in different combinations. See chapter 7, "Troubleshooting and Maintenance" for information on identifying and solving error light indications.

## ***The Printer Control Panel Buttons***

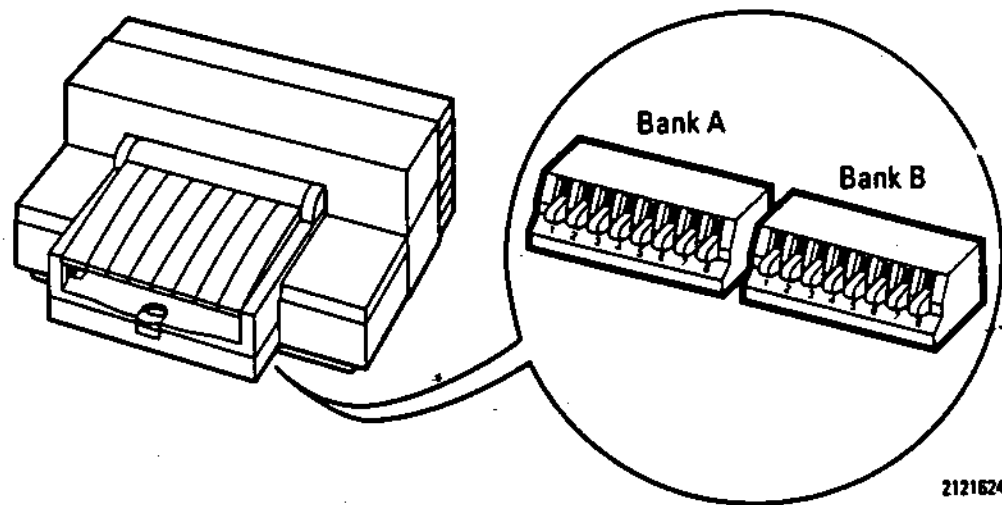
This list describes the purpose for each of the buttons on the printer control panel.

<b>Button</b>	<b>Purpose</b>
Load/Eject Paper	Advances media into the printer or ejects media from the printer. It also begins a printer self test when you press and hold this button while turning on the printer.
Font	Selects internal fonts. See chapter 5 for information on font selection with this button.
Status	Takes the printer offline (unable to receive information) or returns the printer online (ready to receive information). Press the Status button during printing to pause printing. To resume printing, press the Status button again.
Quality	Selects draft quality or letter quality printing. Letter quality is the default.
Reset	Returns the printer to its default settings.
Clean	Begins the color print cartridge cleaning process.
Alignment Test	Begins a print cartridge alignment test to align the black and color print cartridges for printing. Use this button each time you reinstall or replace a print cartridge.
Install Print Cartridge	Moves the print cartridges to the left side of the printer to allow you access to the print cartridges.

---

# The Configuration Switches

The HP DeskJet 550C printer has two banks of configuration switches located on the printer's front base, under the IN tray drawer.



## *Changing Switch Settings*

To change configuration switch settings, use a pen or pencil to flip the switches to the desired (up or down) position. Then reset the printer to establish your new settings. The following section identifies the selections available.

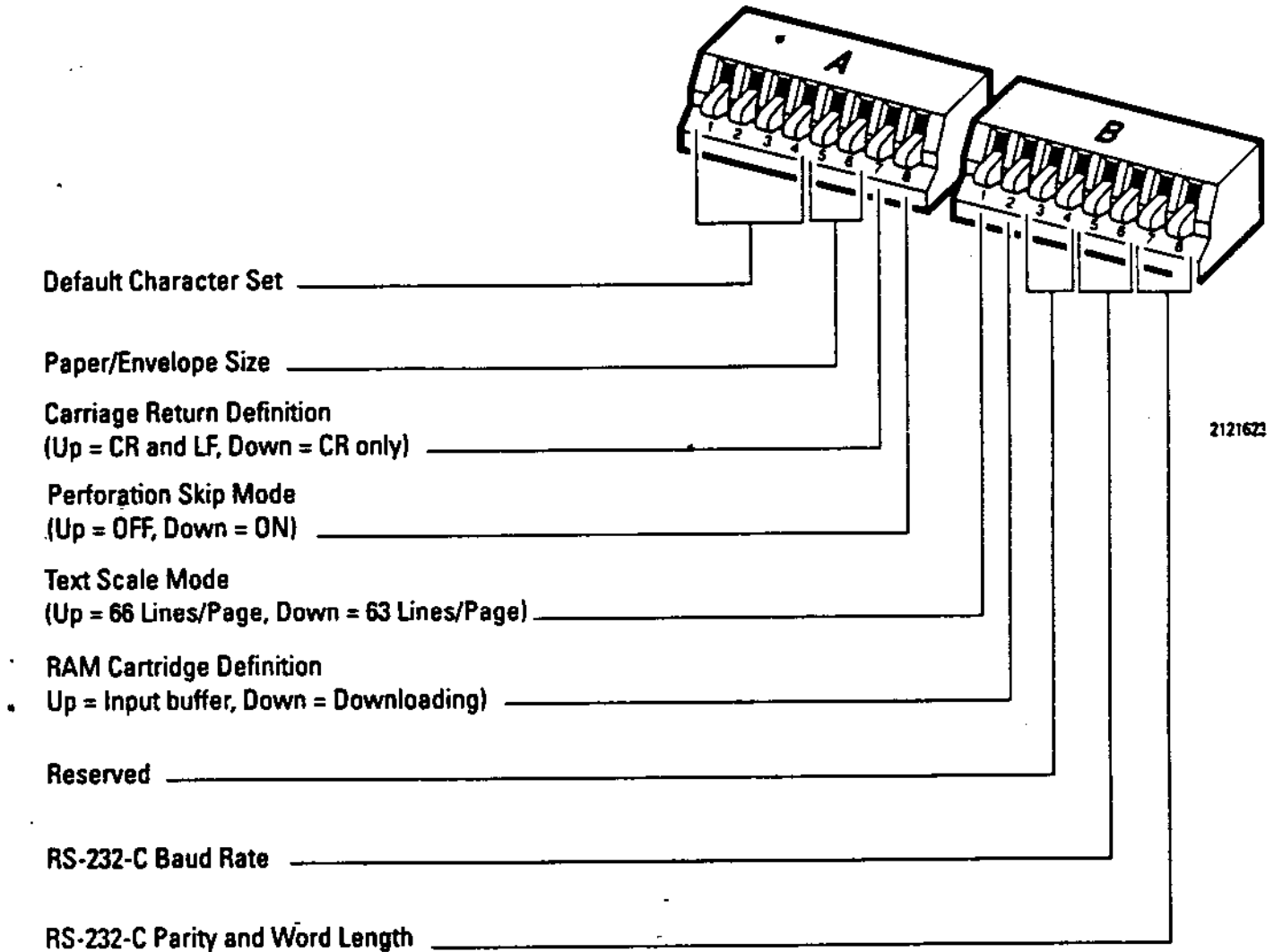
### **NOTE**

Character set and paper size selections you make in your software or with printer commands take precedence over configuration switch settings. You do not need to change the configuration switch settings if you can make these selections in your software.



## Configuration Switch Settings

The purpose and setting for each configuration switch is shown below. The tables on the following pages identify additional configuration switch settings. The following illustration shows the default positions for each setting.



CR = Carriage Return  
LF = Line Feed  
DPI = Dots per Inch  
DTR = Data Terminal Ready

Changing the Text Scale Mode setting to 66 lines/page (switch B1 Up) is ignored when Perforation Skip Mode is on. See chapter 4, for information on using Perforation Skip Mode and Text Scale Mode.

## Character Set Selection

The factory set default character set is PC-8. To change the default character set, use switches A1 through A4. This table lists switch settings for supported internal character sets. Examples of the character sets are shown in chapter 8.

Character Set	A1	A2	A3	A4
PC-8	down	down	down	down
HP Roman8	down	down	down	up
PC-8 Danish/Norwegian	down	down	up	down
United Kingdom (ISO 4)	down	down	up	up
German (ISO 21)	down	up	down	down
French (ISO 69)	down	up	down	up
Italian (ISO 15)	down	up	up	down
Norwegian v.1 (ISO 11)	down	up	up	up
Swedish Names (ISO 11)	up	down	down	down
Spanish (ISO 17)	up	down	down	up
ASCII	up	down	up	down
Portuguese (ISO 16)	up	down	up	up
PC-850	up	up	down	down
ECMA-94 Latin 1	up	up	down	up
HP Legal	up	up	up	down
Default in the front font cartridge slot	up	up	up	up

## RAM Cartridge Definition

You can install up to two 256K RAM cartridges in the font cartridge slots to use as additional input buffer for the printer. Change switch B2 to the up position to allow the printer to use the RAM cartridges as additional input buffer. Increasing the input buffer improves your printer's performance for printing long text documents in DOS applications. *It does not significantly increase color printing performance.* See chapter 9 for ordering information.

## **Paper/Envelope Size**

The factory default setting is U.S. letter size (8 1/2 x 11 in.) paper. To change the default setting, use switches A5 and A6. Paper and envelope size settings in your software take precedence over switch settings. This table lists the settings for default paper/envelope sizes.

<b>Paper/Envelope Size</b>	<b>Switch A5</b>	<b>Switch A6</b>
U.S. letter size (8 1/2 x 11 in.)	down	down
European A4 size (210 x 297 mm)	down	up
U.S. legal size (8 1/2 x 14 in.)	up	down
Envelopes (U.S. No. 10, European DL)	up	up

## **Serial Interface Settings**

If you use a serial interface cable, make sure the switches are set appropriately for your interface cable. The following tables list configuration switch settings for serial interface port communication. See chapter 8 for additional information.

<b>Baud Rate</b>	<b>Switch B5</b>	<b>Switch B6</b>
9600 Baud	down	down
19200 Baud	down	up
2400 Baud	up	down
1200 Baud	up	up

<b>Parity</b>	<b>Switch B7</b>	<b>Switch B8</b>
No Parity	down	down
Odd Parity	down	up
Even Parity	up	down
No Parity	up	up



## Using Media and Print Cartridges

This chapter explains how to select and load media, and how to install and align print cartridges.

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# Using Media

This section explains how to select and load media into your printer.

## *Selecting Media*

The HP DeskJet 550C printer is designed to print on plain paper such as photocopier paper. You can also use media such as CX JetSeries special paper or HP LX JetSeries glossy paper to optimize color printing and LX JetSeries transparency film for presentations. To ensure the best performance from your HP DeskJet 550C printer, use the tips in this section to select media.

### **Tips for Selecting Plain Paper**

The HP DeskJet 550C printer is designed to work well with most types of paper, although some variations in paper composition may significantly affect print quality and paper handling. Paper properties are subject to change by paper manufacturers and Hewlett-Packard has no control over such changes.

For general applications, most plain paper manufactured for high-quality photocopying yields good results. For applications requiring letterhead paper, cotton bond paper yields excellent results. As you select paper for your printer, use these tips:

- Test paper (printing on both sides) for suitability before you purchase large quantities.
- Choose only paper in the 16 to 36 lb (60 to 135 g/m<sup>2</sup>) range. Colored photocopy, bond, and letterhead paper, or preprinted forms must also fall within that range.
- Be sure that all paper you use is free of tears, dust, wrinkles, and curled or bent edges.

## Tips for Selecting Other Media Types

You can select media such as plain paper, special paper, glossy paper, and transparency films to use with your printer. The media listed is available in U.S. letter size (8 1/2 x 11 in.) and European A4 (210 x 220 mm). See chapter 9, "Ordering Information" for part numbers.

Media	Use
CX JetSeries CutSheet Paper	For color printing only. Produces intense high-quality color printing.
LX JetSeries Transparency Film	For color and black transparency printing. Produces brilliant and intense color for presentations.
LX JetSeries Glossy Paper	For color and black printing. Produces photographic glossy appearance.

## Media to Avoid

To prevent media loading and print quality problems, avoid using the following media:

- Media greater than 36 lb (135 g/m<sup>2</sup>) or less than 16 lb (60 g/m<sup>2</sup>)
- Inkjet media other than the recommended type
- Media with cutouts or perforations
- Transparency film other than the recommended type
- Multiple-part forms
- Adhesive labels
- Media that is heavily textured or embossed
- Media that is damaged, curled or wrinkled
- Media sizes other than the sizes listed in the "Specifications" section in chapter 8

## **Tips for Selecting Envelopes**

Some envelope styles perform better than others because their construction is better suited for printing. Use these tips to select envelopes:

- Test envelopes for suitability before you purchase large quantities
- Choose envelopes within the 20 to 24 lb (75 to 90 g/m<sup>2</sup>) range
- Use high-quality envelopes that are thin and sharply creased
- Use only U.S. No. 10 (4 1/8 x 9 1/2 in.) or European DL (220 x 110 mm) size envelopes

## **Envelopes to Avoid**

Envelopes with the following characteristics may cause jamming or loading problems and should not be used:

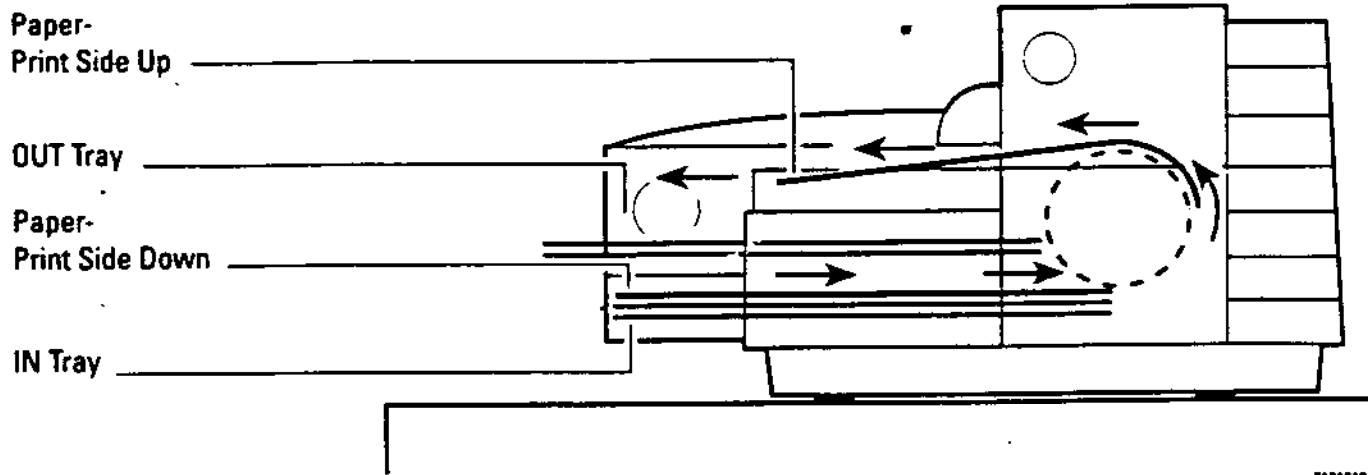
- Envelopes that are greater than 24 lb (90 g/m<sup>2</sup>) or less than 20 lb (75 g/m<sup>2</sup>)
- Envelopes with thick or crooked edges
- Envelopes that are damaged, curled, wrinkled, or irregularly shaped
- Envelopes that are extremely shiny or embossed
- Envelopes with clasps or windows
- Envelopes with baggy construction or folds that are not sharply creased
- Envelope sizes other than U.S. No. 10 or European DL

## **Storing Media**

Always store your media in its packaging until you are ready to use it. Protect media from temperature and humidity extremes for best printing and loading results. In case of humidity extremes, keep media tightly wrapped in plastic.

## *The Paper Path*

All media and envelopes are fed through the printer, *print side down*, from the IN tray. The printer advances media around the paper feed rollers, and delivers the media print side up in the OUT tray. The paper path is shown below.

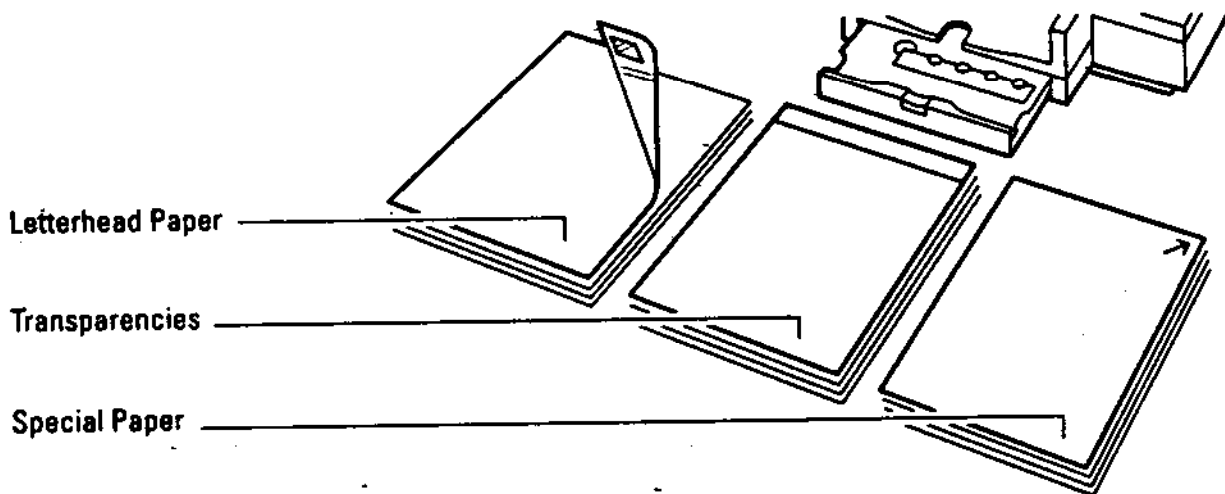




## ***Tips for Loading Media***

Use these tips for the best paper loading and printing results:

- Load only *one media type at a time* in the printer IN tray.
- Make sure the OUT tray is in the printer.
- Always load media squarely into the IN tray.
- Always load media *print side down* for best print quality.
  - For plain paper, the print side is typically identified by an arrow, symbol, or wording on the packaging. Find the print side before you remove paper from the packaging. Load the *print side down*.
  - For letterhead paper, load the *letterhead side down and forward*.
  - For HP LX JetSeries transparency film, the rough side is the print side. Load the *rough side down with the adhesive strip forward*.
  - For CX JetSeries special paper, find the arrow on the upper right of the paper, the print side is on the other side. Load the *arrow side up and forward*.
  - For HP LX JetSeries glossy paper, the glossy side is the print side. Load the *glossy side down*.
  - For envelopes, load the *address side down* with the creased flap side aligned with the right side of the IN tray.



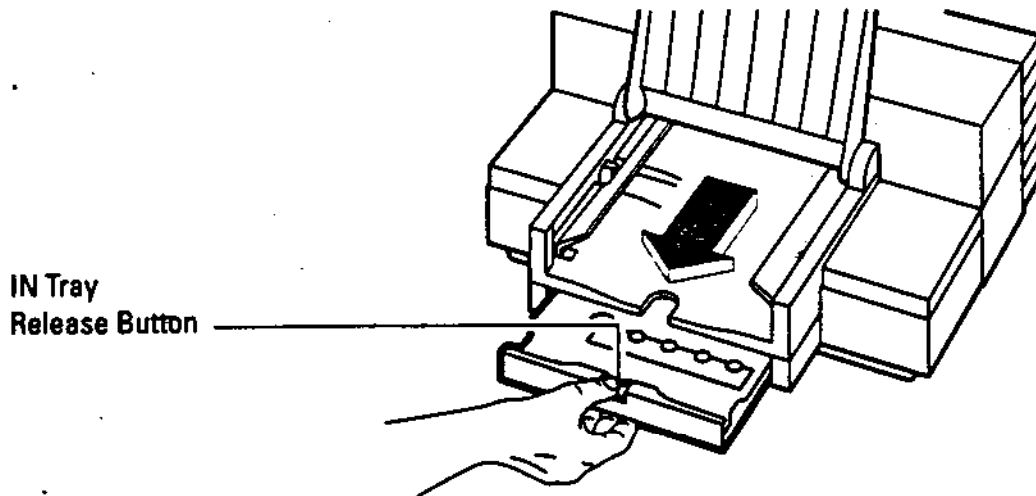
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## ***Loading Media***

Steps for loading media are essentially the same for most media types and sizes, except for executive size paper and envelopes. See the following sections for instructions. Make sure the OUT tray is in the printer and follow these steps to load U.S. letter size, U.S. legal size, or European A4 size media.

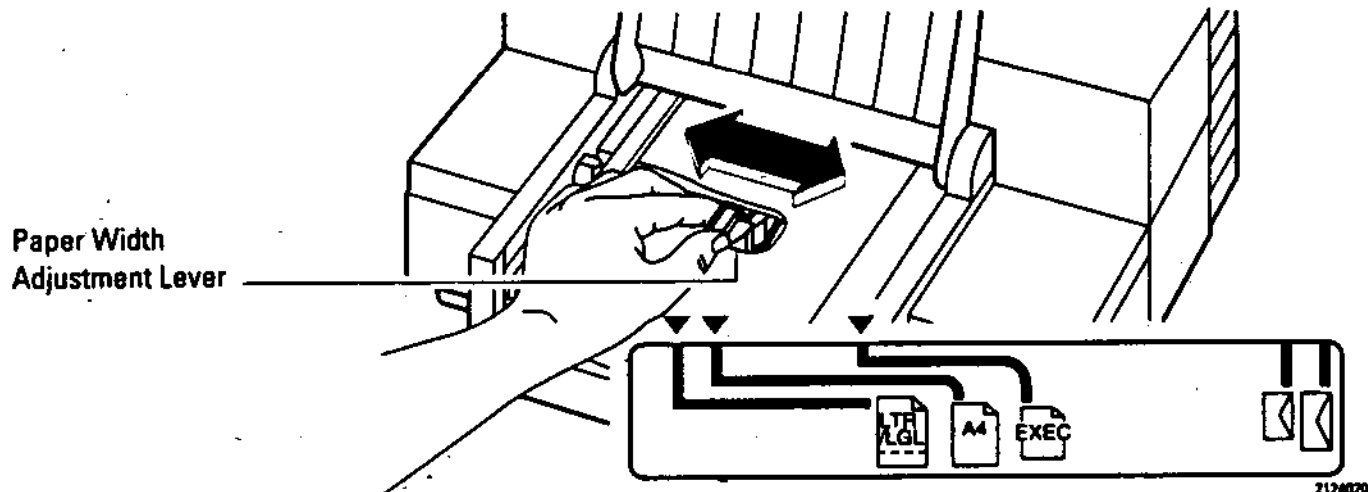
1. Open the OUT tray cover.
2. Hold down the IN tray release button and pull the IN tray drawer toward you until it stops.

Make sure to remove all remaining media from the IN tray.



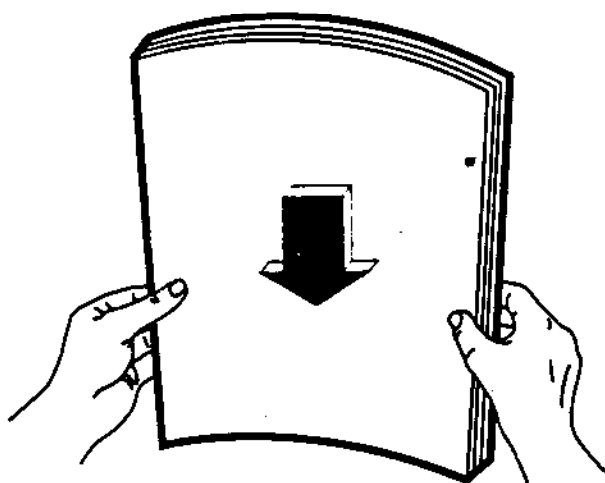
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3. Slide the paper width adjustment lever to the appropriate size setting.



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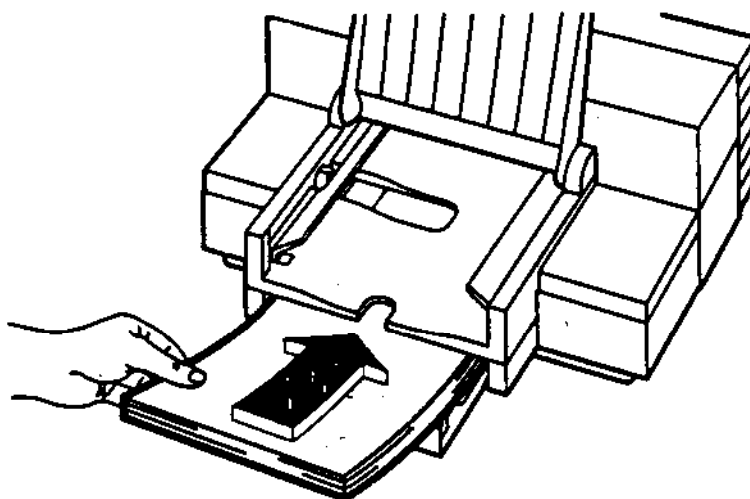
4. Take out about a 1/2 in. stack (approximately 1 cm) of media and tap the short edge of the stack on a flat surface to even the stack. Do not mix media types.



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5. Insert the stack squarely into the IN tray, *print side down*.

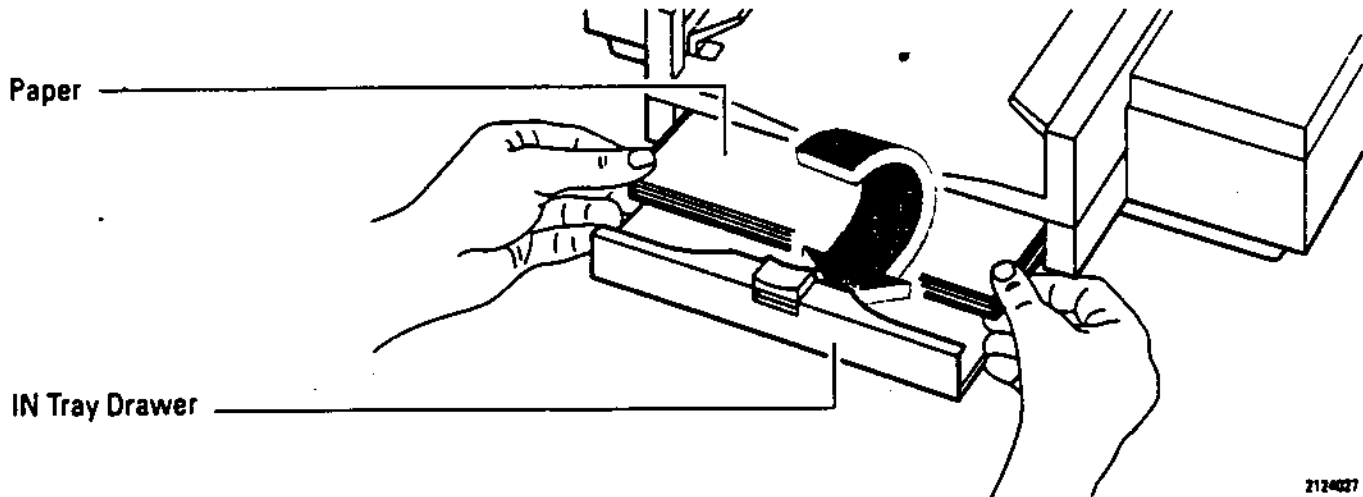
See "Tips for Loading Media" for information on print side for different media types. Make sure the right edge of the stack aligns with the right side of the printer.



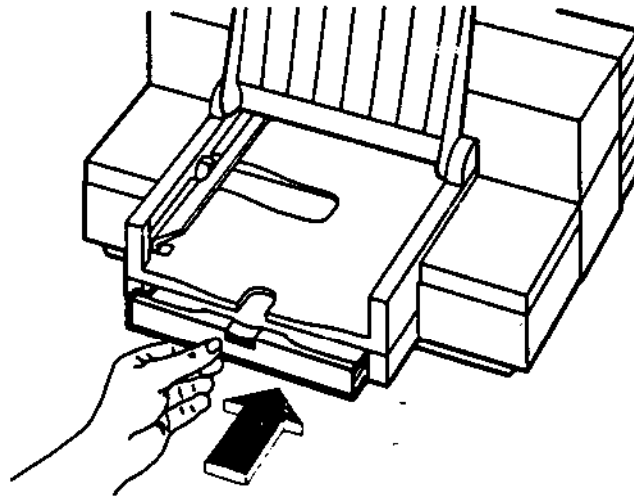
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6. Slide the stack toward you until it rests against the drawer edge.

Make sure the stack fits below the IN tray release button.  
Remove the number of sheets necessary to allow the stack to fit below the IN tray release button.



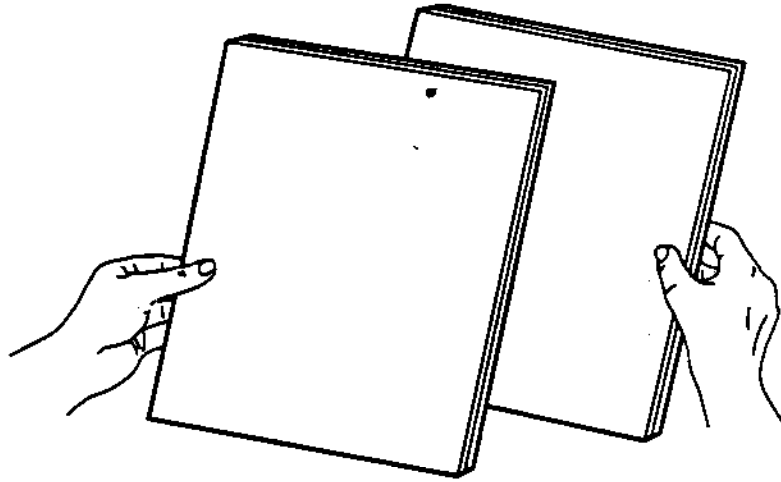
7. Push the IN tray drawer into the printer until it stops.



8. Close the OUT tray cover.

## ***Adding Media***

To add media, remove all remaining media from the IN tray and combine it with a new stack of the same media type. The stack should not exceed 1/2 in. (1 cm).

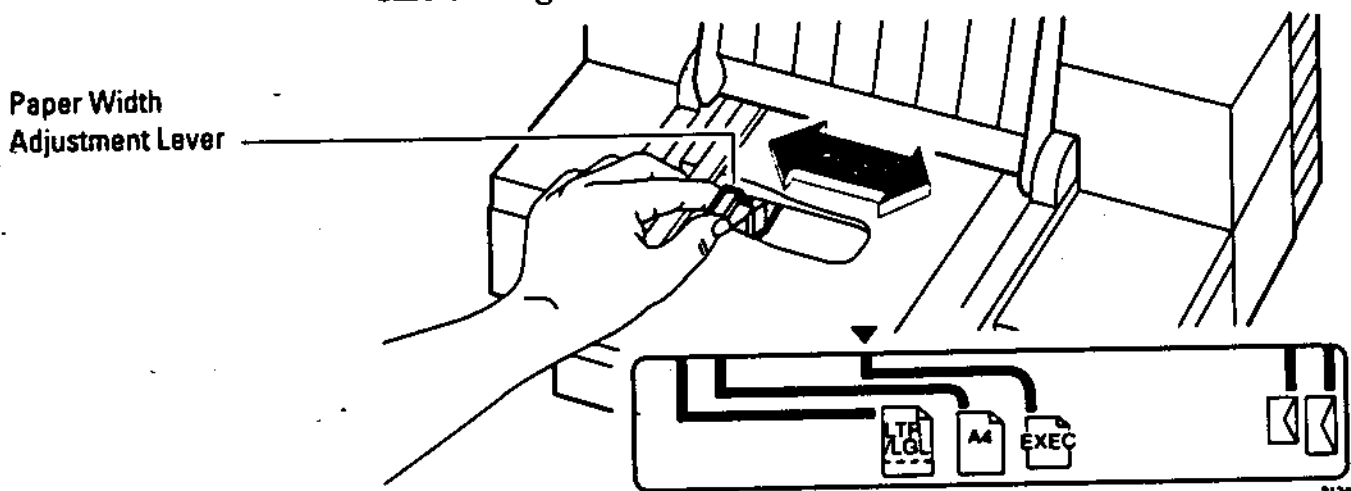


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## ***Loading Executive Size Paper***

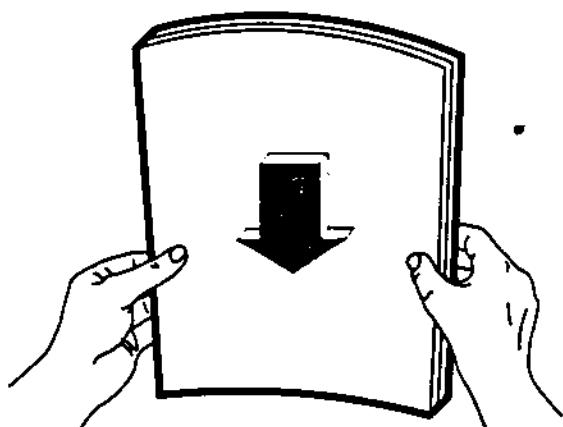
To load executive size (7 1/4 x 10 1/2 in.) paper into your printer, follow these steps:

1. Hold down the IN tray release button and pull the IN tray drawer toward you until it stops. Make sure to remove any media from the IN tray.
2. Open the OUT tray cover.
3. Slide the paper width adjustment lever to the executive paper size setting.



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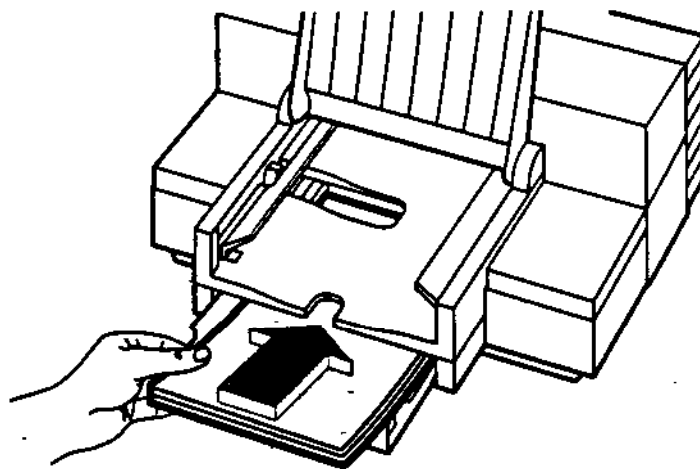
4. Take out about a 1/2 in. stack (approximately 1 cm) of executive size paper and tap the short edge of the stack on a flat surface to even the stack.



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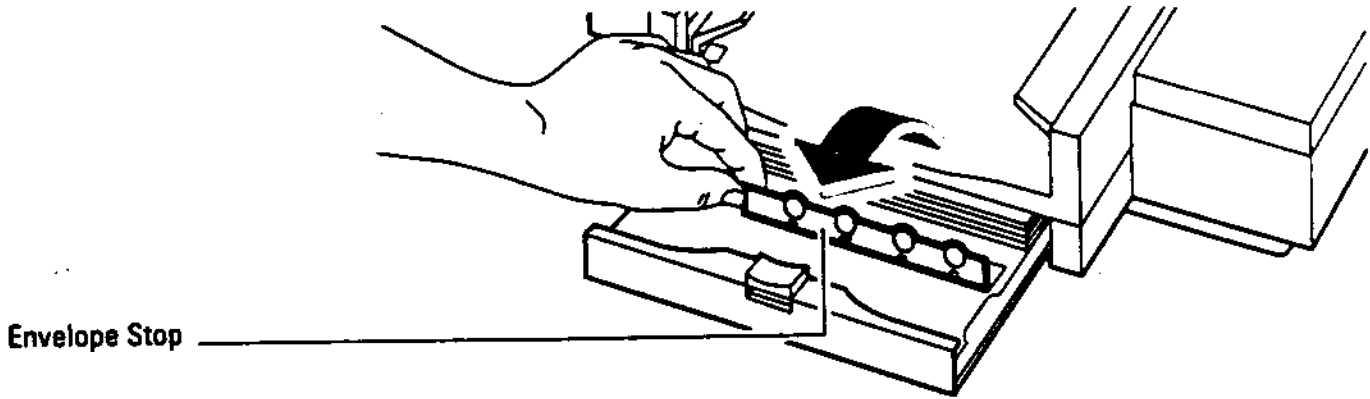
5. Insert the stack squarely into the IN tray, *print side down*, past the green envelope stop.

Make sure the right edge of the stack aligns with the right side of the printer.



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6. Raise the green envelope stop.



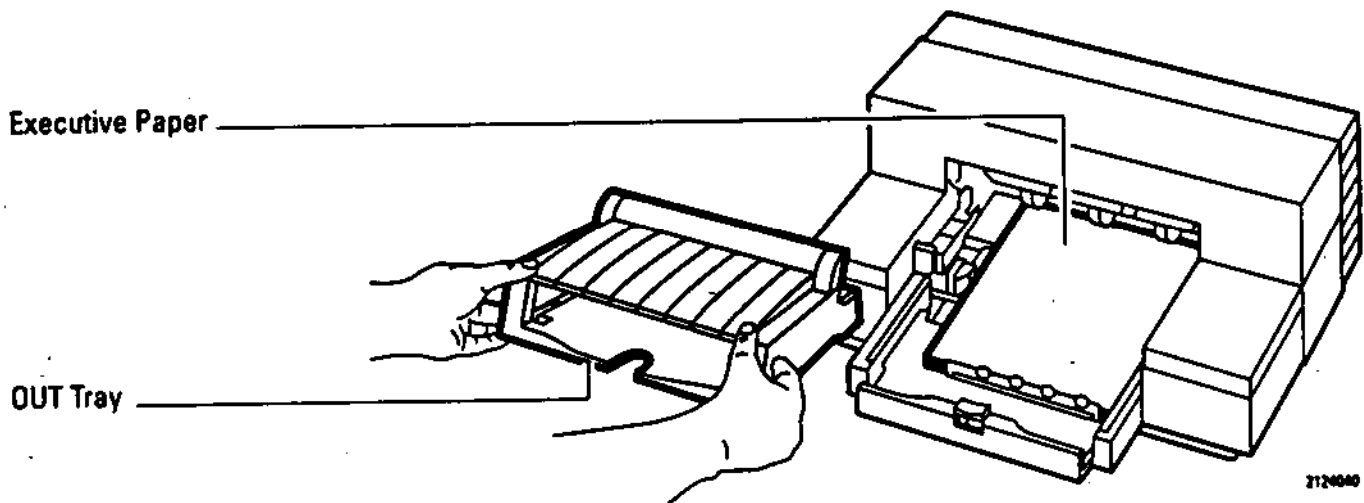
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7. Push the IN tray drawer into the printer until it stops.
8. Close the OUT tray cover.

### **Removing Executive Size Paper**

To remove unused executive size paper from the IN tray, follow these steps:

1. Remove the OUT tray and remove the paper.



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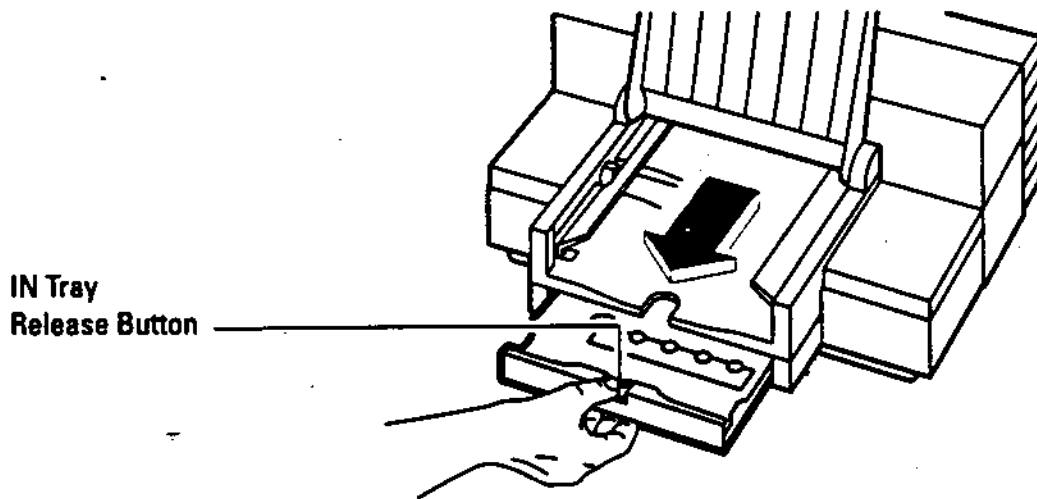
2. Lower the green envelope stop and replace the OUT tray.

## ***Loading Envelopes***

You can load up to 20 U.S. No. 10 or European DL envelopes into the printer. To load envelopes into your printer, follow these steps:

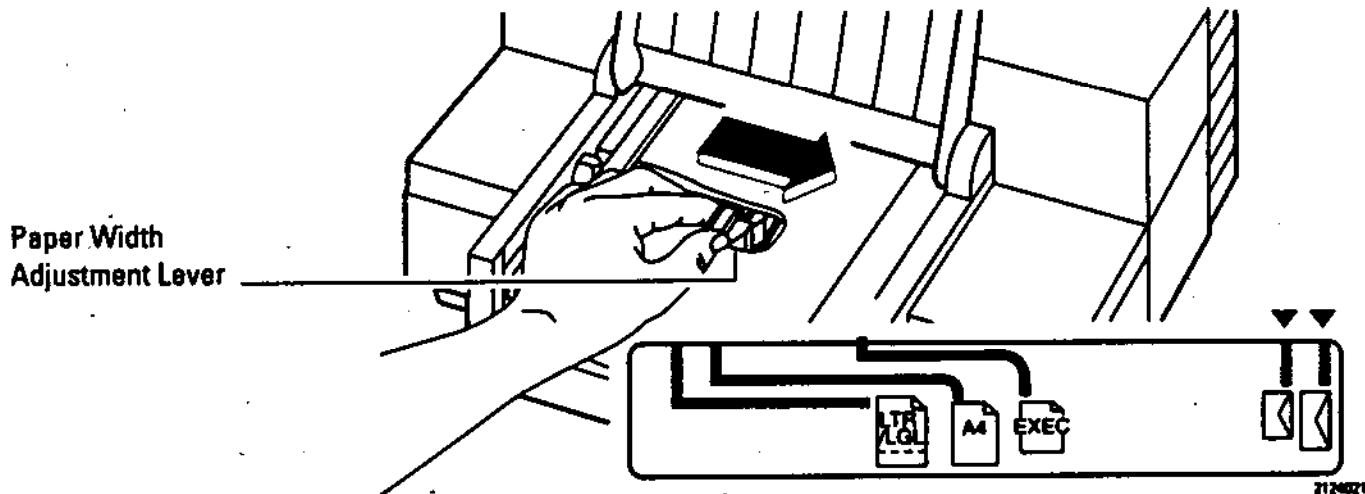
1. Hold down the IN tray release button and pull the IN tray toward you until it stops.

Make sure to remove any media from the IN tray.



2124022

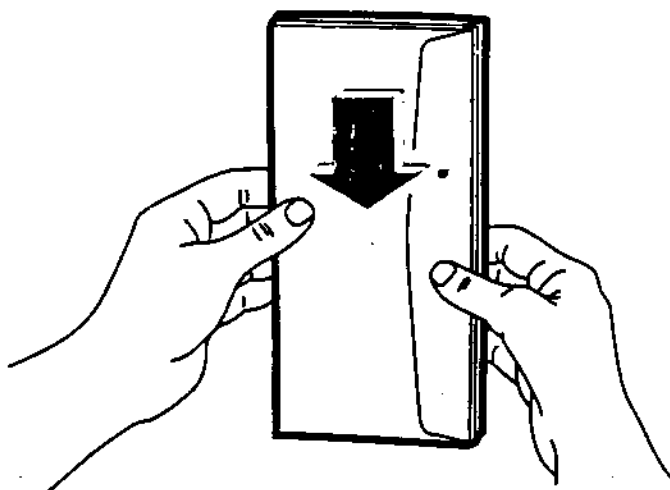
2. Open the OUT tray cover.
3. Slide the paper width adjustment lever to the appropriate envelope setting.



2124021



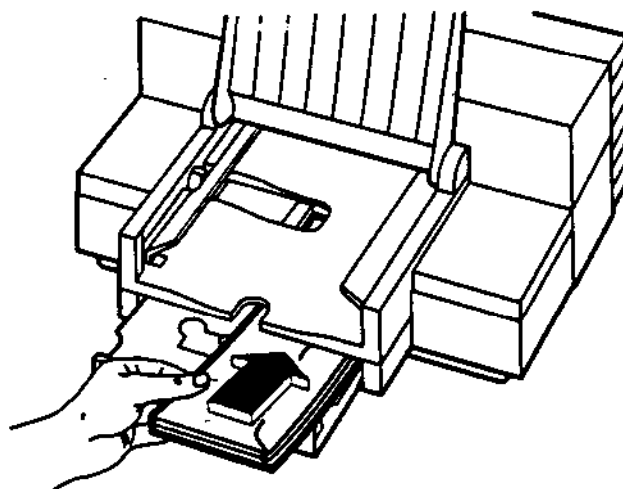
4. Take out a stack of up to 20 envelopes and tap the short edge of the stack on a flat surface to even the stack.



2124029

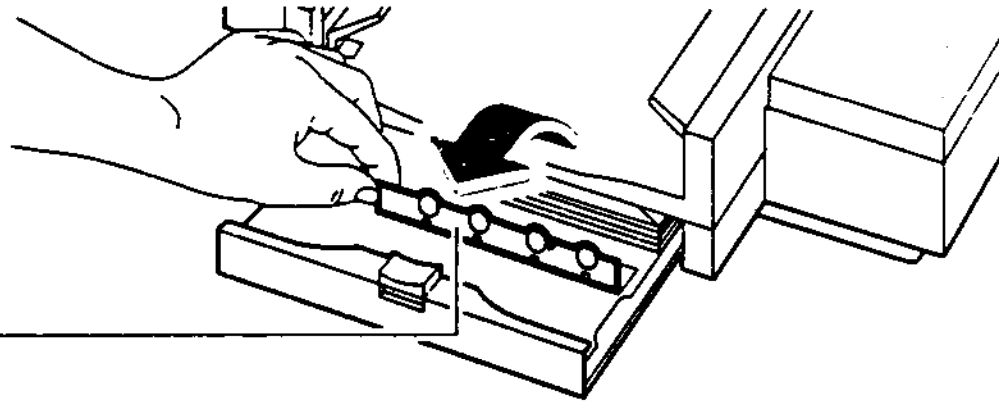
5. Slide the stack squarely into the IN tray, *address side down* (flap side up), past the green envelope stop.

Make sure the creased flap edge of the stack aligns with the right side of the printer.



2124032

6. Raise the green envelope stop.



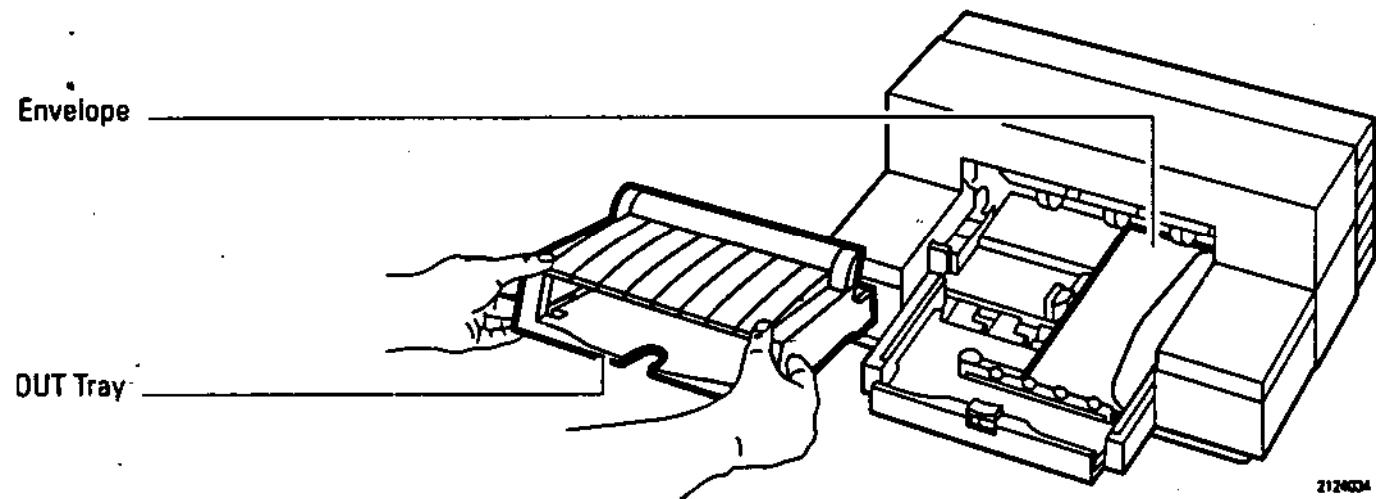
2124030

7. Push the IN tray into the printer until it stops.
8. Close the OUT tray cover.

### Removing Envelopes

To remove unused envelopes from the IN tray, follow these steps:

1. Remove the OUT tray and remove the envelopes.



2124034

2. Lower the green envelope stop and replace the OUT tray.

---

# Using Print Cartridges

Your printer uses two print cartridges: one black and one color. This section explains how to change and align print cartridges.

## *Tips for Using Print Cartridges*

Use the tips below to maintain excellent print quality from your print cartridges:

- Keep print cartridges in their home position (right side of the printer) to prevent the ink in the cartridges from drying out.
- Avoid turning off the printer before printing is complete, doing so leaves the cartridges out of their home position.
- Always perform a print cartridge alignment test when you reinstall a print cartridge or replace a print cartridge. This ensures black and color printing is properly aligned.

When a print cartridge runs out of ink, replace the empty print cartridge. If you do not have a new print cartridge, leave the empty print cartridge in the cradle until you can replace it. Printing with one print cartridge may contaminate the contacts on the empty print cartridge cradle.

For information on printing with the two print cartridges, see the *HP DeskJet 550C Printer Software Guide for Microsoft® Windows™*. Refer also to the color guide for information on color printing.

---

## **CAUTION**

The ink in the cartridges has been carefully formulated by Hewlett-Packard to ensure superior print quality and compatibility with the printer. Damages to the printer or print cartridge resulting from modifying or refilling the print cartridge are not the responsibility of Hewlett-Packard.

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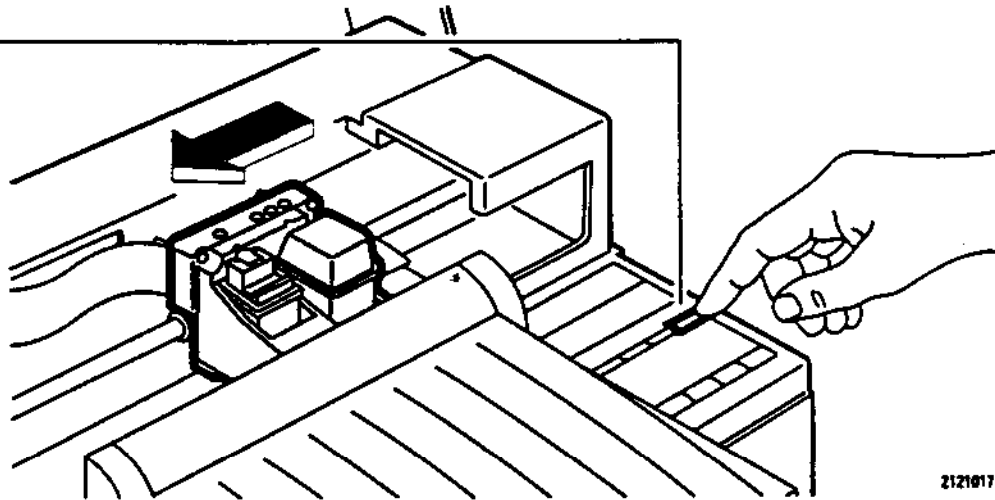
## ***Replacing a Print Cartridge***

This section explains how to replace a print cartridge. Follow these steps to replace a black print cartridge or a color print cartridge:

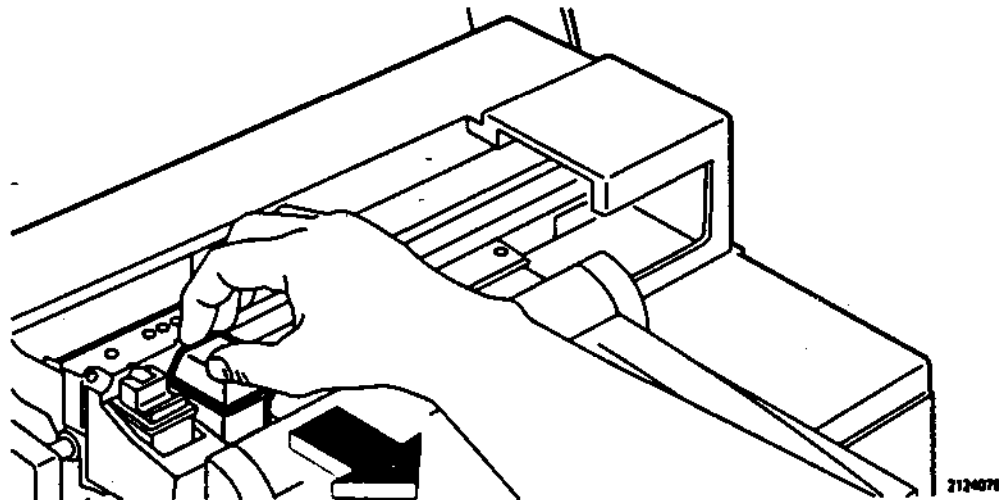
1. Make sure the printer is on.
2. Open the printer's top cover.
3. Press the Install Print Cartridge button on the printer control panel.

The print cartridge cradles move to the left side of the printer.

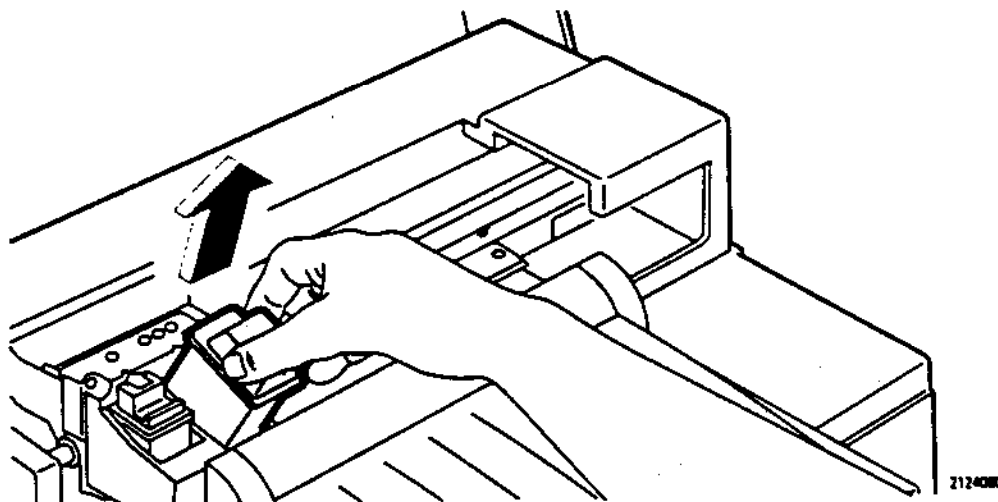
Install Print  
Cartridge Button



4. Grasp the top of the empty print cartridge and pull the cartridge top toward you until the cartridge pops loose.



5. Lift the empty print cartridge out of the cradle and discard it.



---

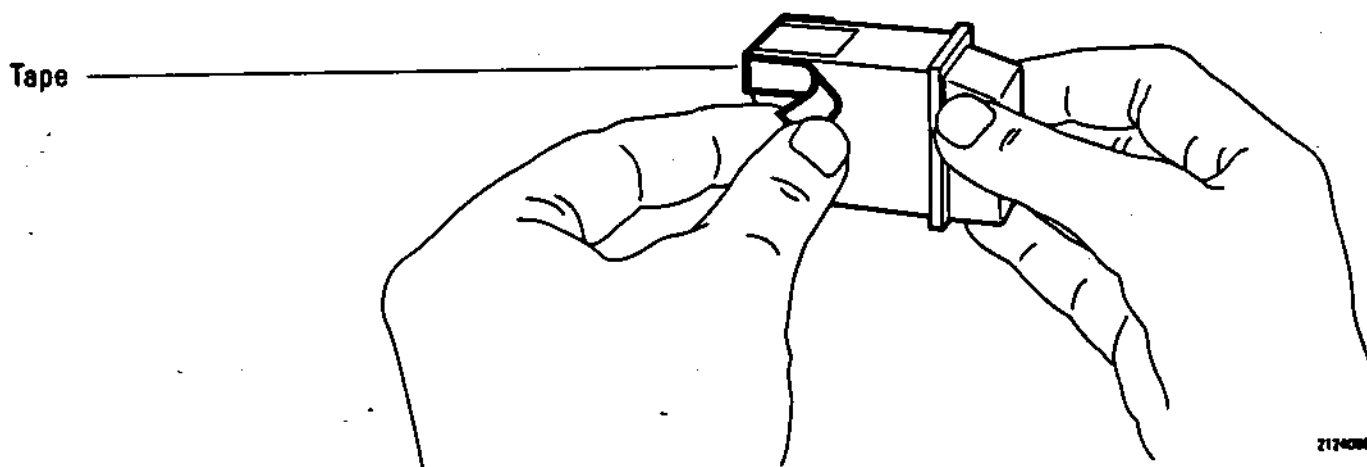
**CAUTION**

Keep new and used cartridges out of the reach of children.

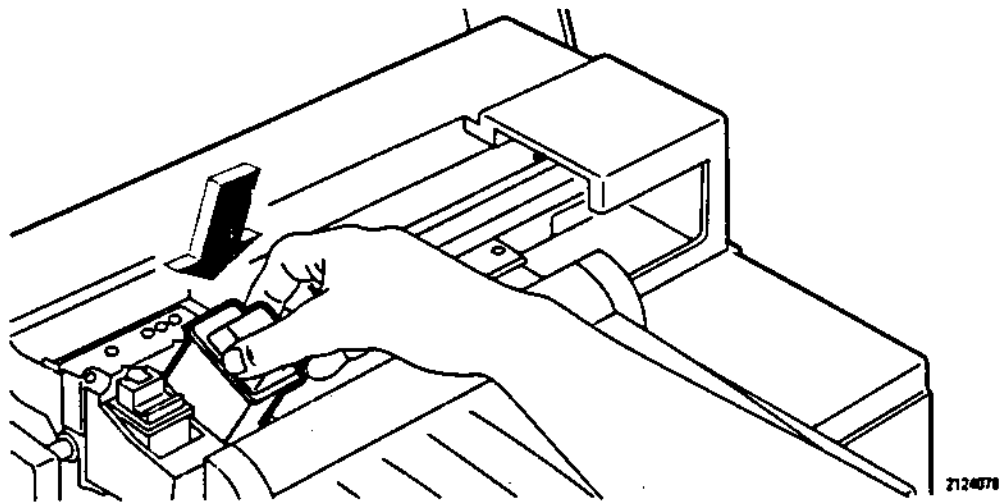
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6. Open the print cartridge box and container. Grasp the print cartridge by the green cartridge top and remove the print cartridge from the container.
7. Gently remove the tape covering the ink nozzles on the print cartridge. If you use the high capacity black print cartridge (HP 51626A), remove both pieces of tape.

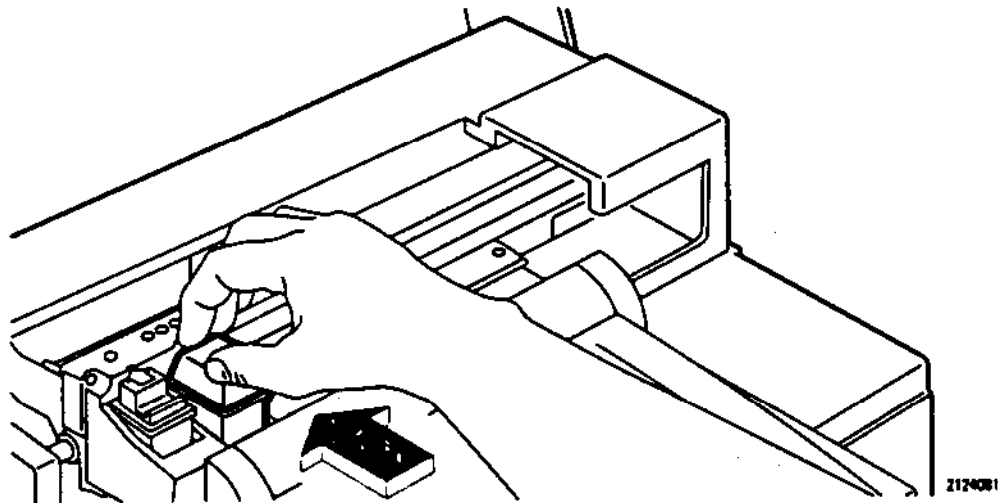
*Be careful not to touch the copper ribbon or the ink nozzles.*



8. Drop the print cartridge down and forward into the empty cradle. Make sure the green arrow on the cartridge top points to the top of the cradle.



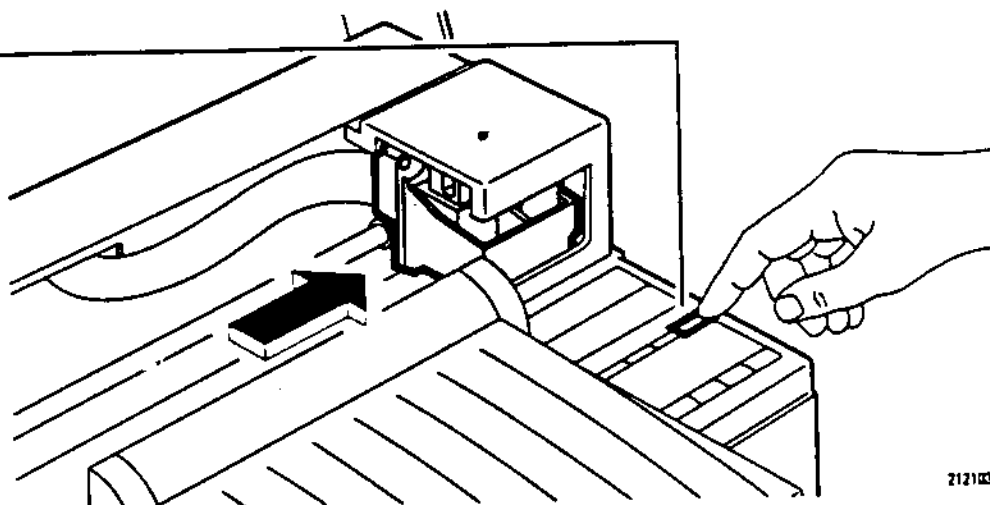
9. Push the green arrow toward the dot(s), until the cartridge snaps into place.



- 10. Press the Install Print Cartridge button on the printer control panel.**

The print cartridge cradles return to the home position.

Install Print  
Cartridge Button



2121030

- 11. Close the printer's top cover.**
- 12. Perform a print cartridge alignment test. Follow the steps in the next section, "Aligning Print Cartridges."**

## ***Aligning Print Cartridges***

You must align the black and color print cartridges each time you replace or reinstall a print cartridge to ensure proper alignment of black and color printing. Examples of misaligned printing are shown in chapter 7, "Troubleshooting and Maintenance." Perform a print cartridge alignment test with these steps:

1. Press the Alignment Test button on the printer control panel. A numbered series of horizontal alignment patterns prints along with an illustration of the printer control panel buttons. The buttons are numbered to correspond to the alignment patterns.
2. Select the best horizontal alignment pattern and press the corresponding button.

A numbered series of vertical alignment patterns print along with an illustration of the printer control panel buttons. The buttons are numbered to correspond to the alignment patterns.

3. Select the best vertical alignment pattern and press the button corresponding button.

When the alignment process is complete, a square and cross pattern prints as a result of your selections. You may notice slight differences in the alignment of these patterns. The differences are difficult to distinguish in normal printing. *Do not perform another print cartridge alignment test.*

See chapter 7, "Troubleshooting and Maintenance," for examples of the alignment patterns.



---

# Notes



## Printing with Your Software

This chapter explains how to setup your software for printing and how to select printing options with your software.

Setting Up Software for Printing.....	3-2
Using Software with Your Printer .....	3-4

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# Setting Up Software for Printing

Before you can begin printing with your software, you must prepare your software for printing. To ensure your software and printer work together, you must install a printer driver for the HP DeskJet 550C printer in your software.

## *Using a Printer Driver*

Each software application requires a specific printer driver. A printer driver is a file that controls your printer and allows access to printing options. When you select printing options for a document, your software sends codes indicating your selection to the printer driver. The printer driver interprets the software codes and sends commands to the printer in the printer's language. If you select an incorrect printer driver, your printout is garbled and the printer does not print as you expect.

Software applications support many printers through different printer drivers. *To ensure maximum access of your printing options, use a printer driver designed especially for the HP DeskJet 550C printer.*

## **NOTE**

Your access to fonts and color printing depends on your software. Upgrading software may be necessary for full access to printing options.

---

### **Are You Using Microsoft Windows?**

If you use Microsoft Windows 3.0 or later, see the *HP DeskJet 550C Printer Software Guide for Microsoft® Windows™* for information on installing and using the HP DeskJet Series Printer Driver that came with your printer. Use this printer driver to access and control of color and grayscale printing options.

### **Are You Using DOS applications?**

If you use DOS software applications, install a printer driver specifically for the HP DeskJet 550C printer for best access to printing features such as color printing, font selections and media selections. Check your software application to see if a printer driver for the HP DeskJet 550C printer is available with your software.

**Getting a Printer Driver** — If your software application does not include a printer driver for the HP DeskJet 550C printer, contact the manufacturer or distributor of your software and request an HP DeskJet 550C printer driver.

**Selecting an Alternate Printer Driver** — After you contact the manufacturer or distributor of your software application for an HP DeskJet 550C printer driver, use the following recommendations to select an alternate printer driver as interim solution. If an HP DeskJet 500C printer driver is available in your software application, use it as your first choice to access color printing options. Or use one of these printer drivers for black printing only: HP DeskJet 500 printer, HP DeskJet PLUS printer, or HP DeskJet printer. *If you install one of these alternate printer drivers, your use of HP DeskJet 550C printer features (internal fonts, media sizes, and other options) are limited.*

**Installing a Printer Driver** — The instructions for installing a printer driver varies depending on the software application. See your software manual for instructions.

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# Using Software with Your Printer

The easiest and most efficient method to control the way your document looks is through your software. You can use your software to set margins, change font selections, choose color printing selections, or other printing options. Your software settings always take precedence over printer control panel and configuration switch settings. Software applications control printing options in different ways, most allow you to select options through a menu, while others require you to type printer commands in your document.

If you are not sure about how to select printing options in your software application, refer to the printing section of your software manual for information. See *A Guide to Using Color* for information on how to access color in some selected software applications.

## Using Printer Commands

Another method for selecting printing options is with printer commands. A printer command (also known as an escape sequence) directs the printer to perform a task. Most software applications do not require you to send printer commands; the software sends the commands for you. If you use printer commands, see chapter 8 for a list of printer commands to use.

The HP DeskJet 550C printer commands conform to HP PCL printer language. The HP PCL printer language is a standard developed by Hewlett-Packard to ensure compatibility between current and future PCL printers. This printer implements HP PCL Level 3 printer language, plus some extensions. Extensions are optional features to the PCL printer language.

You send printer commands to the printer as either setup strings or embedded commands. The following describes each type of command:

- Setup (or initialization) strings are printer commands you send to the printer before you send any other information. You enter setup strings as either decimal or hexadecimal code, depending on your software application.
- Embedded printer commands are printer commands that you type (embed) into your file. You can see the commands on your screen and the commands take up space on the screen, but they do not print on your document.

If your software application requires you to type or embed the commands into your document, see chapter 8 for information on printer commands.

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# Notes



## Changing Page Settings

This chapter describes settings you may use for changing margins, orientation, and other page settings.

Page Settings.....	4-2
Page Orientation.....	4-5



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# Page Settings

This section provides information to help you set up your page for printing and explains options you have to set the top and bottom margins with Perforation Skip Mode and Text Scale Mode.

## *Margin Settings*

This section identifies the margins settings for a portrait oriented page.

### **Left and Right Margins**

<b>Paper Size</b>	<b>Left Margin</b>	<b>Right Margin</b>
U.S. letter (8.5 x 11 in.)	.25 in.	.25 in.
European A4 (210 x 297 mm)	.125 in.	.125 in.
U.S. legal (8.5 x 14 in.)	.25 in.	.25 in.
Executive (7.25 x 10.5 in.)	.25 in.	.25 in.
U.S. No. 10 envelopes (3.88 x 8.46 in.)	.75 in.	.29 in.
European DL envelopes (104 x 194 mm)		

### **Line Spacing**

Line spacing is the vertical distance between printed lines on the page. It is measured as the number of printed vertical lines per inch (lpi). The default line spacing is 6 lpi.

### **Top Margin**

The first printable line below the top margin is called the top-of-form. The HP DeskJet 550C printer has a default top margin of 1/2 in. or three lines at 6 lpi with Perforation Skip Mode on. Top margin is 0 when Perforation Skip Mode is off. See "Using Perforation Skip Mode" for more information.

### **Bottom Margin**

The bottom margin depends on Perforation Skip Mode and Text Scale Mode settings.

### *Using Perforation Skip Mode*

Your printer has a default setting with Perforation Skip Mode on. Perforation Skip Mode controls the printing of the top and bottom margins on a page. With Perforation Skip Mode on, you have a top and bottom margin of 1/2 in. (13 mm) and a page length of 60 lines. You cannot print within the bottom margin. Any information beyond 60 lines prints on the next page.

To print 63 lines with 0 top margin and 1/2 in. (13mm) bottom margin turn off Perforation Skip Mode by changing configuration switch A8 to the up position or by sending a printer command. If you turn off Perforation Skip Mode, make sure to reset the printer and change the margin or page length settings in your software application. To further increase the number of lines on a page, see "Using Text Scale Mode."

### *Using Text Scale Mode*

You can use Text Scale Mode to scale the vertical position of the lines on a page to print 66 lines. Use Text Scale Mode only for printing portrait oriented text. Text Scale Mode does not have any affect when Perforation Skip Mode is on or when you print in landscape orientation or graphics mode. Merged text and graphics print incorrectly when you use Text Scale Mode.

To use Text Scale Mode you must first turn off Perforation Skip Mode by changing configuration switch A8 to the up position. Then turn Text Scale Mode on by changing configuration switch B1 to the up position. Or you can use printer commands to turn off Perforation Skip Mode and turn on Text Scale Mode. See chapter 8 for printer commands. If you turn on Text Scale Mode, make sure to reset the printer and change margin or page length setting in your software application. See the following example for more information.

This example further explains how to use Perforation Mode and Text Scale Mode together.

On an 11 inch page, you have the following parameters.

Line spacing: 6 lpi

Perforation Skip Mode: OFF

Unprintable area:  $\frac{1}{2}$  inch (3 lines bottom margin)

Page length = 11 in. (66 lines)  $\frac{1}{2}$  in. (3 lines) = 10  $\frac{1}{2}$  in. (63 lines) of printable page length.

You have two options to increase the page length.

- Set the page length in the software package to a value equal to, or less than, the printable page length. In the above example, 63 lines.
- Turn on Text Scale Mode to print 66 lines within 10  $\frac{1}{2}$  inches.

Text Scale Mode is on with configuration switch B1 in the UP position, or when you send a printer command to the printer.

### **Avoiding Page Formatting Problems**

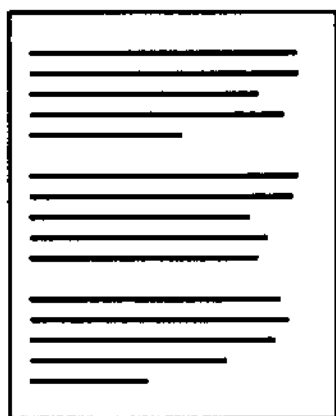
Use the following tips to avoid page formatting problems.

- Make sure the page length setting in your software is 60 lines per page, when you use the printer's default settings of Perforation Skip Mode on and Text Scale Mode off.
- Check the printer's configuration switch settings each time you change margin settings in your software to ensure that the software and printer settings are consistent.
- Always use your software application to set margins first.

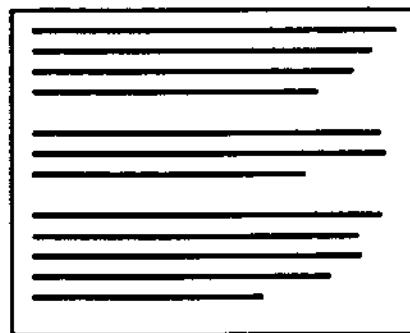
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## Page Orientation

The HP DeskJet 550C printer prints in portrait or landscape orientation. Orientation is the way print appears on a page. Portrait orientation is the printer's default page orientation. The illustration shows portrait and landscape orientation.



**Portrait**



**Landscape**

2121032

Select landscape printing in your software application. You can also select landscape orientation by pressing the Font button on the printer control panel until the Landscape Font light turns on, or send a printer command, if your software allows these options. Refer to your software manual for information. If you change page orientation during printing, the printer ejects the page and then, changes orientation. See chapter 5 for a list of internal fonts that you can use in landscape orientation.

If you use Microsoft Windows, see the *HP DeskJet Series Printer Software Guide* for information on printing documents in landscape orientation.

## Landscape Limitations

All control codes and printer commands behave just as in portrait orientation with two exceptions.

**Underlining:** The automatic underlining (E<sub>C</sub> & d # D) command is not supported. Your software package may allow you to underline using another means.

**Graphics:** The printer ignores any graphic printer commands that you send to it. Reset the printer to return to portrait orientation before you send graphics information.

## Landscape Page Settings

This table lists the margins for landscape printing.

Paper Size	Left Margin*	Right Margin	Top and Bottom Margins**
European A4 (210 x 297 mm)	.5 in.	.167 in.	.25 in.
U.S. letter (8.5 x 11 in.)	.5 in.	.167 in.	.25 in.
U.S. legal (8.5 x 14 in.)	.5 in.	.167 in.	.25 in.
executive (7.25 x 10.5 in.)	.5 in.	.167 in.	.25 in.

\*You can not decrease the left margin.

\*\*Top and bottom margins are based on Perforation Skip Mode off. If Perforation Skip Mode is on, you have an additional 6mm to the top and bottom margins.

## Lines of Text Per Page

This table provides information on the number of lines and characters per line that you can print in landscape.

Paper Size	Lines Per Page		Characters Per Line		
	6 lpi	8 lpi	10 cpi	16.67 cpi	20 cpi
U.S. letter	45 (48)*	60 (64)*	*103	172	206
European A4	45 (48)*	60 (63)*	110	183	220
U.S. legal	45 (48)*	60 (64)*	133	222	266

\* = Perforation Skip Mode off

lpi=Lines Per Inch (vertical) cpi=Characters Per Inch (horizontal)

If you print a page that uses less than the available lines without sending a form feed command in your software application, the media advances into the printer and the Busy light blinks on the printer control panel. Press the Load/Eject Paper button to begin printing.

---

# Notes

## Using Fonts

This chapter contains information on font terminology, and the fonts available with the printer.

Font Terms .....	5-2
The Printer and Fonts.....	5-7
Methods for Selecting Fonts.....	5-11
Expanding Your Font Selection.....	5-14
Using Fonts in Your Document .....	5-19



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## Font Terms

This section identifies and defines some common font terms.

**Font** a collection of characters and symbols of the same typeface, spacing, size, stroke weight, and style. For example, Courier 10 pitch, 12 point is one font, while Courier 20 pitch, 12 point is another font.

**Typeface** a set of characters and symbols that have a unique design. An example of three typefaces is shown below.

EXAMPLE

Courier

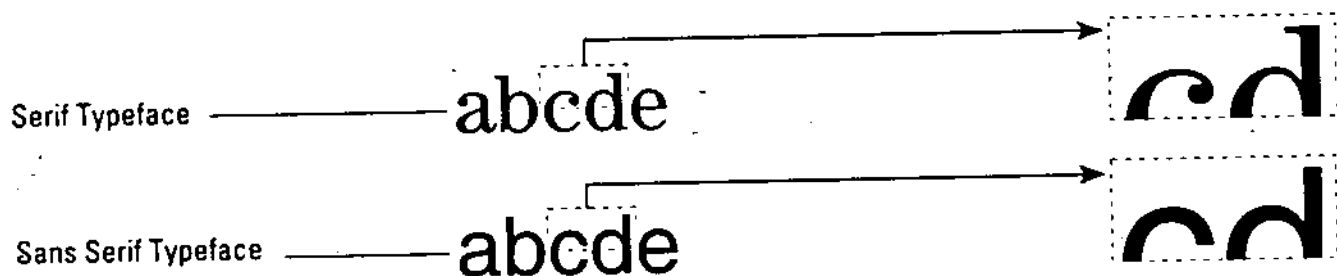
Helvetica

CG Times

CG Times 10 12 14 16 18 20 24 28 32 36 40 48 60 72 96 120 144 168 192 216 240 288 312 336 360 384 408 432 456 480 504 528 552 576 600 624 648 672 696 720 744 768 792 816 840 864 888 912 936 960 984 1008 1032 1056 1080 1104 1128 1152 1176 1200 1224 1248 1272 1296 1320 1344 1368 1392 1416 1440 1464 1488 1512 1536 1560 1584 1608 1632 1656 1680 1704 1728 1752 1776 1800 1824 1848 1872 1896 1920 1944 1968 1992 2016 2040 2064 2088 2112 2136 2160 2184 2208 2232 2256 2280 2304 2328 2352 2376 2400 2424 2448 2472 2496 2520 2544 2568 2592 2616 2640 2664 2688 2712 2736 2760 2784 2808 2832 2856 2880 2904 2928 2952 2976 3000 3024 3048 3072 3096 3120 3144 3168 3192 3216 3240 3264 3288 3312 3336 3360 3384 3408 3432 3456 3480 3504 3528 3552 3576 3600 3624 3648 3672 3696 3720 3744 3768 3792 3816 3840 3864 3888 3912 3936 3960 3984 4008 4032 4056 4080 4104 4128 4152 4176 4200 4224 4248 4272 4296 4320 4344 4368 4392 4416 4440 4464 4488 4512 4536 4560 4584 4608 4632 4656 4680 4704 4728 4752 4776 4800 4824 4848 4872 4896 4920 4944 4968 4992 5016 5040 5064 5088 5112 5136 5160 5184 5208 5232 5256 5280 5304 5328 5352 5376 5400 5424 5448 5472 5496 5520 5544 5568 5592 5616 5640 5664 5688 5712 5736 5760 5784 5808 5832 5856 5880 5904 5928 5952 5976 6000 6024 6048 6072 6096 6120 6144 6168 6192 6216 6240 6264 6288 6312 6336 6360 6384 6408 6432 6456 6480 6504 6528 6552 6576 6600 6624 6648 6672 6696 6720 6744 6768 6792 6816 6840 6864 6888 6912 6936 6960 6984 7008 7032 7056 7080 7104 7128 7152 7176 7200 7224 7248 7272 7296 7320 7344 7368 7392 7416 7440 7464 7488 7512 7536 7560 7584 7608 7632 7656 7680 7704 7728 7752 7776 7800 7824 7848 7872 7896 7920 7944 7968 7992 8016 8040 8064 8088 8112 8136 8160 8184 8208 8232 8256 8280 8304 8328 8352 8376 8400 8424 8448 8472 8496 8520 8544 8568 8592 8616 8640 8664 8688 8712 8736 8760 8784 8808 8832 8856 8880 8904 8928 8952 8976 9000 9024 9048 9072 9096 9120 9144 9168 9192 9216 9240 9264 9288 9312 9336 9360 9384 9408 9432 9456 9480 9504 9528 9552 9576 9600 9624 9648 9672 9696 9720 9744 9768 9792 9816 9840 9864 9888 9912 9936 9960 9984 10000

**Serif** refers to typefaces that have crosslines or finishing strokes at the top or bottom of a character. CG Times and Courier are serif typefaces.

**Sans Serif** refers to typefaces that do not have serifs. Helvetica and Letter Gothic are sans serif typefaces.



2121020

**Spacing** is the relative width spacing between characters. Spacing is either fixed-pitch or proportional. Fixed-pitch fonts have the same horizontal (or width) space and are often called monospaced fonts. Proportional spaced characters have horizontal space based on the needs of each character.



**Fixed Pitch**



**Proportional Spacing**

2121021

**Pitch** is the number of characters printed per horizontal inch. A 10 pitch font prints 10 characters per horizontal inch (cpi). Pitch applies only to fixed-pitch fonts, since spacing varies from character to character with proportional spaced fonts.

abcdeabcdeab 12 pitch or 12 characters per inch

abcdeabcde 10 pitch or 10 characters per inch



2121022

**Kerning** is the adjustment of spacing between proportional spaced characters to make them visually more even, balanced, and attractive. Fixed-pitch fonts are not kerned.

EXAMPLE

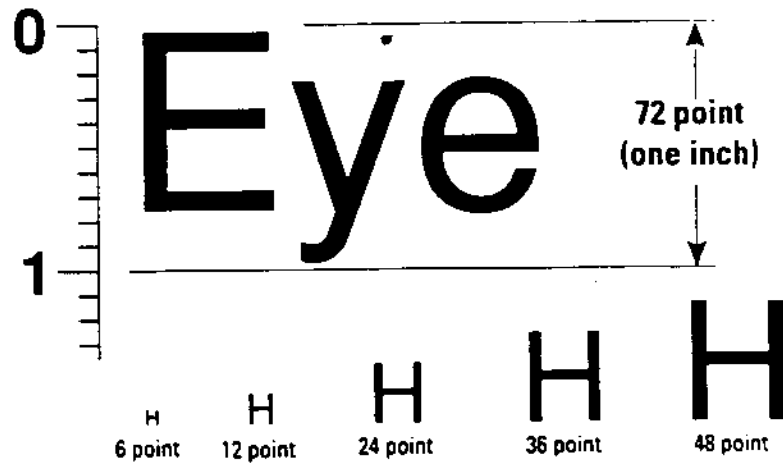
NO KERNING      WITH KERNING

No Kerning

Kerning

NO KERNING      WITH KERNING

**Point Size (Character Height)** refers to the height of a printed uppercase character defined in points. One point is 1/72nd of an inch, so 72 points equals one inch. Both fixed-pitch and proportional spaced fonts are measured by point size.



2121023

**Style** refers to the shape of a character such as upright or italic.

EXAMPLE

YOU CAN ITALICIZE A SINGLE WORD.

You can italicize a *single* word.

YOU CAN BOLD A SINGLE WORD.

**Stroke Weight** refers to the thickness of print, such as bold or normal.

EXAMPLE

THIS IS AN EXAMPLE OF BOLD PRINT.

This is an example of **bold** print.

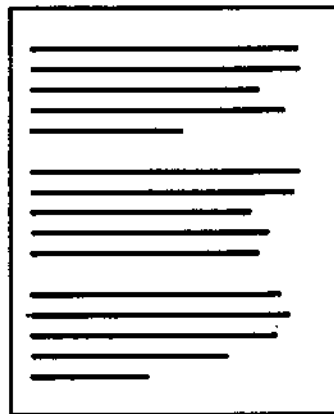
THIS IS AN EXAMPLE OF NORMAL PRINT.

**Quality** refers to the quality of print, such as draft or letter quality. Draft quality prints a document faster and saves ink. Letter quality is used for documents that require a finished, polished appearance.

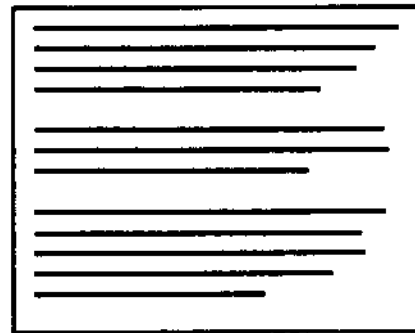
**Character Sets** are collections of symbols and characters that constitute all the elements of a language or discipline (mathematics or legal), including punctuation and numbers. The default character set for this printer is PC-8.

!"#\$%&'()\*+,-./0123456789:;<=>?  
 @ABCDEFGHIJKLMNPOQRSTUVWXYZ[\]^\_  
 `abcdefghijklmnopqrstuvwxyz{|}~  
 Â Ã Ä Å Æ Ç È É Ê Ë Ì Í Î Ï Ñ Ò Ó Ô Õ Ö × Ø Ù Ú Û Ü Ý Þ ß à á â ã ä å æ ç è é ê ë ì í î ï ð ñ ò ó ô õ ö ÷ ø ù ú û ü ý þ ß  
 Á Â Ã Ä Å Æ Ç È É Ê Ë Ì Í Î Ï Ñ Ò Ó Ô Õ Ö × Ø Ù Ú Û Ü Ý Þ ß à á â ã ä å æ ç è é ê ë ì í î ï ð ñ ò ó ô õ ö ÷ ø ù ú û ü ý þ ß

**Orientation** refers to the way print appears on a page. You can print some fonts in either portrait or landscape orientation.



**Portrait**

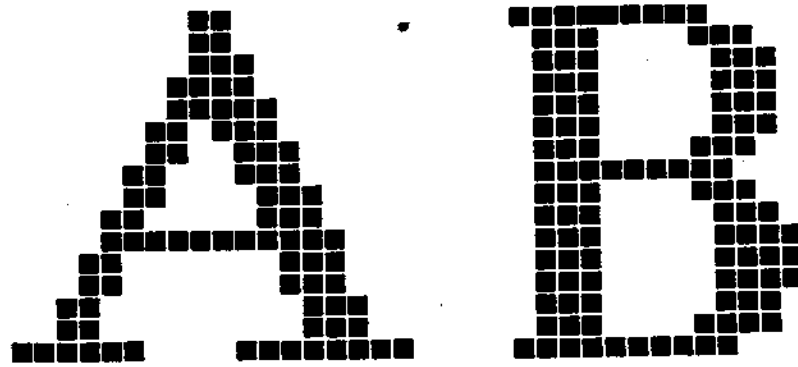


**Landscape**

2121002

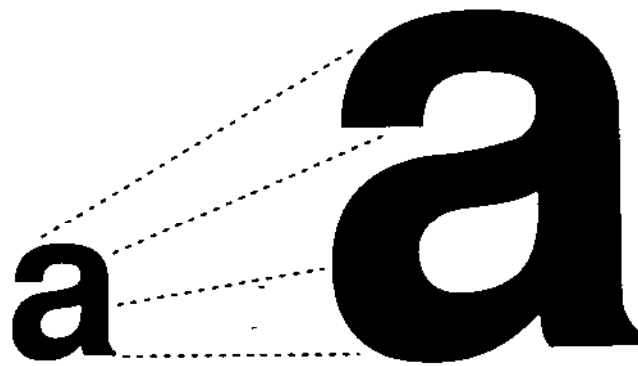
These terms describe font formats.

**Bitmapped Fonts** are a collection of characters and symbols with a unique design and specific size stored as patterns of tiny dots. Bitmapped fonts are rigid and not changeable.



2121025

**Scalable Printer Fonts** are the actual outlines of the characters and symbols of a font stored in mathematical form. You can scale character outlines (reduce or enlarge) to a range of point sizes. Scalable fonts are also called outline fonts.



2121026

**Screen Fonts** are bitmapped images of fonts that match scalable printer fonts. Screen fonts give a close approximation of the printed text on the computer screen.

---

# The Printer and Fonts

The HP DeskJet 550C printer allows you to use the following types of fonts: internal fonts, scalable printer fonts, cartridge fonts, and soft fonts

## *Internal Fonts*

Internal fonts are bitmapped fonts stored in the printer, and are often referred to as built-in fonts or resident fonts. The following internal fonts are available through the printer.

### **Internal (Built-in) Fonts**

Typeface	Orientation	Pitch	Point Size	Style	Stroke Weight
Courier	portrait	5, 10, 16.67, 20	6, 12	upright,	medium, bold
		5, 10, 20	6, 12	italic	medium, bold
Courier	landscape	10, 16.67, 20	6, 12, 24	upright	medium, bold
CG Times	portrait	proportional	5, 6, 7, 8, 10, 12, 14	upright, italic	medium, bold
Letter Gothic	portrait	6, 12, 24	6, 12	upright, italic	medium, bold
Letter Gothic	landscape	12, 24	6, 12, 24	upright	medium, bold
		16.67	4.75, 9.5, 19	upright	medium, bold
Univers	portrait	proportional	5, 6, 7, 8, 10, 12, 14	upright	medium, bold
	portrait	proportional	5, 6, 10, 12	italic	medium, bold

### **Default Font**

If you do not select a font, the default font prints. The default font is a portrait oriented Courier 10 pitch, 12 point, upright, medium-weight.

## Fixed-Pitch Font Variations

You can print fixed-pitch fonts in a combination of pitch and point sizes to vary the printing of a font.

Courier 20 pitch, 6 point	<code>Courier</code>
Courier 20 pitch, 12 point	<code>Courier</code>
Courier 16.67 pitch, 6 point	<code>courier</code>
Courier 16.67 pitch, 12 point	<code>Courier</code>
Courier 10 pitch, 6 point	<code>Courier</code>
Courier 10 pitch, 12 point	<code>Courier</code>
Courier 5 pitch, 6 point	<code>courier</code>
Courier 5 pitch, 12 point	<code>Courier</code>

## Scalable Printer Fonts

Scalable fonts are the outlines of the characters and symbols of a font stored in mathematical form. The typefaces are scalable from 4 to 127 point.

Scalable fonts are available to the HP DeskJet 550C printer when you use the HP DeskJet Series Printer Driver for Microsoft Windows for Microsoft Windows version 3.0 or later. The printer driver with three scalable typefaces (Courier, Univers, and CG Times) is provided with your printer. See the *HP DeskJet 550C Printer Software for Microsoft® Windows™ Guide* for installation and use instructions.

## *Cartridge Fonts*

Cartridge fonts are bitmapped fonts stored in cartridges that you install into the printer. You can use DeskJet, DeskJet PLUS, or DeskJet 500 font cartridges with this printer.

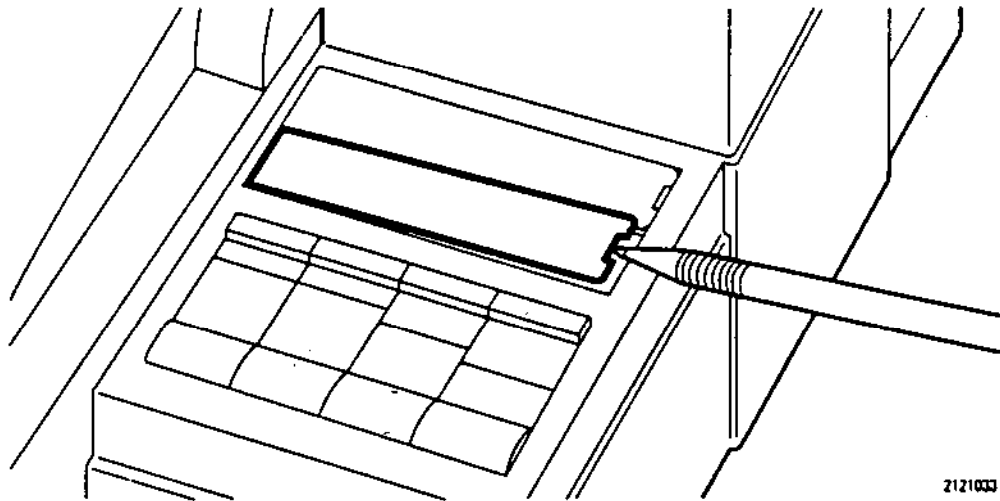
### **NOTE**

Emulation cartridges are not supported for use with the HP DeskJet 550C printer.

## **Installing Font Cartridges**

Use these steps to install font cartridges into your printer.

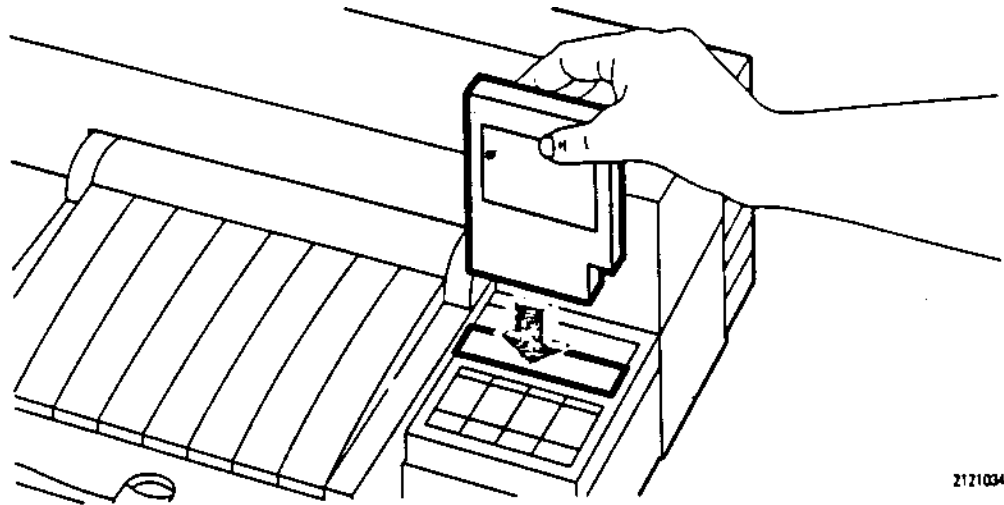
1. Turn off the printer.
2. Pry the font cartridge slot cover loose with the tip of a pen or similar object and set the slot cover aside. Replace the slot covers when font cartridges are not installed.



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3. Insert the cartridge into the cartridge slot with the label facing you and the connectors facing down.



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**CAUTION**

Do not touch the connector on the bottom of the cartridge or the connector in the printer. Doing so may damage both units.

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4. Push down firmly on the top of the font cartridge until it snaps into place.
5. Turn on the printer.

The font cartridge is ready for use. Select fonts from the cartridge with the same steps you use to select internal fonts. To ensure that fonts from the cartridge print, make sure to select the printer driver for the font cartridge or the font in your software application. Refer to your software manual for information.

## *Soft Fonts*

Soft fonts are bitmapped fonts stored on a disk that you can purchase. To install soft fonts you need at least one 256K RAM cartridge. You can use up to two 256K RAM cartridges. Your computer transfers (download) the fonts from a disk file to the printer. Each soft font product contains a downloading utility and documentation on how to use soft fonts.

When the fonts are downloaded and a printer driver is selected, you can select a soft font in your software application with the same steps you use to select an internal or cartridge font. Soft fonts do not reside permanently in the printer; they are eliminated each time the printer is turned off. Soft fonts require more steps and take a bit more time to use, but they allow you to custom mix and match fonts to your needs. If you use many fonts frequently, soft fonts are the most cost effective to use.

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## **Methods for Selecting Fonts**

You can select fonts through your software, the printer control panel, or by sending printer commands. The method you use to select fonts depends on the software you use.

### *Using Software*

Software plays a major role in your ability to select and print fonts. The printer driver you use determines the number of fonts that are available to you, and the steps you use to select a font. You should install a specific printer driver for the HP DeskJet 550C printer for best access to available fonts. Printer drivers are discussed in chapter 3 of this user's guide. Refer also to your software manual for additional information.

## *Using the Printer Control Panel*

If your software allows you to use the printer control panel to select fonts, press the Font button to select between the Courier 10 and 16.67 pitch fonts in portrait orientation. You cannot select Letter Gothic, CG Times, Univers, and some Courier fonts (5 and 20 pitch) with the printer control panel. To select the landscape Courier 10 pitch font with the control panel, press the Font button until the Landscape Font light turns on. You must use your software application or printer commands to select other internal fonts.

To select fonts from installed font cartridges, press the Font button until the light below your font selection on the cartridge turns on. Some software applications override font selections made with the printer control panel.

## *Using Printer Commands*

In most software applications you do not need to use printer commands to select fonts. If you use printer commands, use this information to send the correct printer commands. The printer uses a decision-making process to sort through various font characteristics to print a font. Each characteristic has a printer command and priority (see below).

### **Prioritized Font Characteristics**

<b>Priority</b>	<b>Characteristic</b>	<b>Printer Command</b>	<b># = numeric value</b>
1	Orientation	$E_c \& / \# 0$	0 = portrait, 1 = landscape
2	Character Set	$E_c ( \# U$	see "Technical Information" for values
3	Spacing	$E_c ( s \# P$	0 = fixed, 1 = proportional
4	Pitch	$E_c ( s \# H$	depends on pitches available
5	Point Size	$E_c ( s \# V$	depends on point sizes available
6	Style	$E_c ( s \# S$	0 = upright, 1 = italic
7	Stroke Weight	$E_c ( s \# B$	0 = normal, 3 = bold
8	Typeface	$E_c ( s \# T$	see "Technical Information" for values

When you send a printer command to select a font, you must send the appropriate command for each characteristic in the order identified. Using the printer's priority list ensures the correct font prints. For example, to select the Letter Gothic 12 pitch, 12 point font you must send the pitch command to print this font. The default value for the pitch characteristic is 10. If you do not send the command for 12 pitch, the default Courier 10 pitch font prints. The Courier typeface prints because the pitch characteristic is higher in priority than typeface.

The example below shows how to combine printer commands to select two fonts. See chapter 8 for information on combining printer commands and for numeric value fields.

## To Select:

Courier, Italic  
(10 pitch, 12 point)

Send:

CG Times  
(PS, 12 point)

Send:

ORIENTATION	PRI/SEC CHARACTER SET (=Pri.)=Sec	CHARACTER SET	PRI/SEC FONT ATTRIBUTES (=Pri.)=Sec	SPACING 0=Normal, 1=Proportional	PITCH (Characters per inch)	POINT SIZE (Char Ht in 72nds of an inch)	STYLE 0=Upright, 1=Italic	STROKE WEIGHT 0=Normal, 3=Bold	TYPEFACE	QUALITY 1=Draft, 2=Letter
E <sub>c</sub> &/00	E <sub>c</sub> (	10U	E <sub>c</sub> (s	0p	10h	12v	1s	0b	3t	2Q
E <sub>c</sub> &/00	E <sub>c</sub> (	10U	E <sub>c</sub> (s	1p		12v	0s	0b	4101t	2Q

---

## Expanding Your Font Selection

Purchasing additional fonts expands the number of fonts available to you. The following are samples show some of the cartridge fonts that you can order for your printer.

### Prestige Elite \_\_\_\_\_

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz

### Letter Gothic \_\_\_\_\_

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz  
0123456789

### Presentations \_\_\_\_\_

ABCDEFGHIJKLMNOPQRSTUVWXYZ

### Times Roman Collection \_\_\_\_\_

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
XYZ abcdefghijklmnopqrstuvwxyz  
0123456789

### Times Roman Headlines \_\_\_\_\_

ABCDEFGHIJKL  
abcdefghijkl  
0123456789

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Helvetica Collection \_\_\_\_\_

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
XYZ abcdefghijklmnopqrstuvwxyz  
0123456789

Helvetica Headlines \_\_\_\_\_

ABCDEFGHIJKLM  
abcdefghijkl  
0123456789

Garamond Collection \_\_\_\_\_

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
XYZ abcdefghijklmnopqrstuvw  
yz0123456789

Dom Casual \_\_\_\_\_

ABCDEFGHIJKLMNOPQRSTUVWXYZ  
abcdefghijklmnopqrstuvwxyz  
0123456789

Brush \_\_\_\_\_

ABCDEFGHIJKLMN OPQRSTUVWXYZ  
W XYZ abcdefghijklmnopqrstuvwxyz  
0123456789

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If you use the HP DeskJet Series Printer Driver for Microsoft Windows that came with your printer, you can purchase scalable typefaces from the HP MasterType Library. Samples of the typefaces are shown below.

Antique Olive	ITC Avant Garde Gothic®		
<b>Antique Olive Compact</b>	<i>Brask</i>		
CG Bodini	ITC Bengulat®	<b>ITC Bookman®</b>	
CG Triumvirate Condensed		Garamond Antiqua	
◆ → ○ → + → * → ☆ →	Dem Casual	<b>Revue Light</b>	
CG Century Schoolbook		University Roman	
CG Triumvirate	Univers Condensed	<b>Revue Shadow</b>	
<i>Park Avenue</i>	Stymie	<b>Cooper Black</b>	
Shannon	<b>ITC Souvenir®</b>	ITC Lubalin Graph®	
CG Palacio	Futura® II	Unícial	
Microstyle	CG Omega	CG Times	Univers®

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#### NOTE

The HP DeskJet 550C printer allows you to use MasterType Library scalable fonts only with the HP DeskJet Series Printer Driver for Microsoft Windows.

The following are font cartridges available for use with the printer.

### Available Font Cartridges

Order Number/ Cartridge Name	Typeface/ Font	Pitch	Point Size	Style	Character Set Support
<b>22706B</b> <b>Prestige Elite</b>	Prestige Elite	12, 24, 16.67, 33.34	10, 7	Upright, Italic Upright	HP ROMAN8, ASCII, ROMAN EXT., HP LEGAL, PC8, ECMA- 94 LATIN 1, ISO7. INCLUDES MATH AND PI FONT
	HP Line Draw	12	12	Upright	
<b>22706C</b> <b>Letter Gothic</b>	Letter Gothic	12, 24, 16.67, 33.34	9.5, 12	Upright, Italic	HP ROMAN8, ASCII, ROMAN EXT., HP LEGAL, PC8, ECMA- 94 LATIN 1, ISO7
	HP Line Draw	12	12	Upright	
<b>22706L</b> <b>Landscape Fonts</b>	Letter Gothic	12, 24, 16.67	12, 24	Upright, Italic	HP ROMAN8, ASCII, ROMAN EXT., HP LEGAL, PC8, ECMA- 94 LATIN 1, ISO7
	Courier	10, 20	12	Upright	
<b>22706M</b> <b>Presentations</b>	Presenta- tions	6.5, 13, 8.1, 16.2, 10, 20	14, 16, 18	Upright	ASCII
	Letter Gothic	10, 20	14	Upright	
	HP Line Draw	10,	12	Upright	
<b>22706R</b> <b>Times Roman Collection</b>	Times Roman	Proportional	5, 6, 10, 12 4, 7, 8, 14	Upright, Italic Upright	HP ROMAN8, ASCII, HP LEGAL, PC-8, PC-8 D/N, PC- 850, ISO7, ECMA-94 LATIN 1
<b>22706T</b> <b>Helvetica Collection</b>	Helvetica	Proportional	5, 5, 10, 12, 4, 7, 8, 14	Upright, Italic Upright	HP ROMAN8, ASCII, HP LEGAL, PC-8, PC-8 D/N, PC- 850, ISO7, ECMA-94 LATIN 1
<b>22706U</b> <b>Times Roman Headlines</b>	Times Roman	Proportional	15, 30	Upright	HP ROMAN8, ASCII, HP LEGAL, PC-8, PC-8 D/N, PC- 850, ISO7, ECMA-94 LATIN 1



### Available Font Cartridges (continued)

Order Number/ Cartridge Name	Typeface/ Font	Pitch	Point Size	Style	Character Set Support
<b>22706V Helvetica Headlines</b>	Helvetica	Proportional	15, 30	Upright	HP ROMAN8, ASCII, HP LEGAL, PC-8, PC-8 D/N, PC- 850, ISO7, ECMA-94 LATIN 1
<b>22706W WordPerfect Font</b>	CG Times	Proportional	6, 24 8, 10, 12, 14	Upright Upright, Italic	DeskTop Symbols
	CG Times Bold	Proportional	18	Upright	
	Univers	Proportional	14, 18, 24	Upright	
<b>C2109B Global Text (kerned)</b>		Proportional	8, 10	Upright	PC-8, PC-8 D/N, PC-850, HP ROMAN-8, US-ASCII, ECMA-94 LATIN 1
	CG Triumvirate	Proportional	10, 14	Upright	
<b>C2109C Garamond Collection</b>	Garamond Antiqua	Proportional	8	Upright, Italic	PC-8, PC-8 D/N, PC-850, HP ROMAN-8, US-ASCII, ECMA-94 LATIN 1
	Garamond Antiqua/Kursiv (Italic)	Proportional	10, 12	Upright	
	Garamond Halbfett (bold)	Proportional	14	Upright	
<b>C2109D Dom Casual</b>	Dom Casual	Proportional	12, 14, 18, 24	Upright	ECMA-94 LATIN 1
<b>C2109E Brush (kerned)</b>	Brush	Proportional	12, 14, 18, 24	Upright	ECMA-94 LATIN 1

Bold is not available in Dom Casual and Brush.

See chapter 8, "Technical Information" for a listing of all  
character sets.

---

# Using Fonts in Your Documents

Fonts help set the mood and tone of a document. Here are a few principles for designing documents with fonts.

- Select fonts that are appropriate for the message you want to communicate. Use serif typefaces (CG Times, Courier) for formal letters and sans serif typefaces (Letter Gothic) for informal memos or spreadsheets. You can also use sans serif typefaces for titles and headings.
- Use fonts wisely. Using too many fonts in a document causes confusion for your reader.
- Use bold or italic fonts to emphasize or visually cue the reader to important information.

## *Choosing Internal Fonts*

Use the following tips for choosing internal fonts. You cannot select CG Times, Letter Gothic, and some Courier fonts (5 and 20 pitch) with the printer control panel. Select these fonts with software or printer commands.

**Courier** is a fixed-pitch serif typeface frequently used for correspondence and professional documents. The Courier 10 pitch font, often called a typewriter-style typeface lends a cordial feel to a document. Use the Courier 16.67 pitch font to efficiently present text in a limited amount of space.

**Letter Gothic** is a fixed-pitch sans serif typeface used for a variety of applications. This typeface has a clean, modern look and works well for text in columns, tables, and lists. The Letter Gothic bold font can be used as a subheading.

**CG Times** is a kerned proportional spaced serif typeface with a traditional look. This typeface provides an authoritative tone and is easy to read. The CG Times 12 point font works especially well as body text in long documents and correspondence.

**Univers** is a sans serif proportional spaced font that has a clean look. This typeface works well in columns, headings, and tables.

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# Notes

## **Maximizing Printer Performance**

This chapter provides information to help you maximize your printer's performance.

What Affects Printer Performance?.....	6-2
Purchasing Additional RAM.....	6-4

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## What Affects Printer Performance?

The HP DeskJet 550C printer is designed to give you the best possible performance, but its output speed can be affected by these factors:

- Whether your printer is connected to your computer with a serial or parallel interface cable.
- The amount of memory available in your computer.

If you use Microsoft Windows 3.0 or 3.1, performance depends on the following factors:

- How the printer is configured in the Windows Control Panel (or the printer setup screen within the application).
- The number of screen fonts and sizes you have created.
- The number of applications you have running under the Windows environment at one time.

## *Tips for Optimizing Your Printer's Performance*

To optimize your printer's performance, use the following tips:

- Connect your printer and computer with a the parallel interface cable instead of a serial interface cable. The parallel interface transfers information faster than the serial interface.
- Select the correct printer or printer driver in your software application.

If you use Microsoft Windows 3.0 or 3.1, use can also use the following tips to optimize your printer's performance:

- Select the printer settings recommended for enhanced printer performance. See the *HP DeskJet 550C Printer Software Guide for Microsoft® Windows™* for information on printer settings.
- Delete large screen font sizes you don't often use. Large screen font sizes, take up more memory than small screen font sizes.
- Delete screen fonts for printer fonts you don't often use. Screen fonts require memory; the more screen fonts you have on your system, the more memory they use.
- Limit the number of applications or documents open at one time. Having several applications or documents open at once uses more memory than having a single application or document open.
- Increase the amount of RAM in your computer system.

For additional information refer to your Microsoft Windows manual.

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## The Printer Won't Print

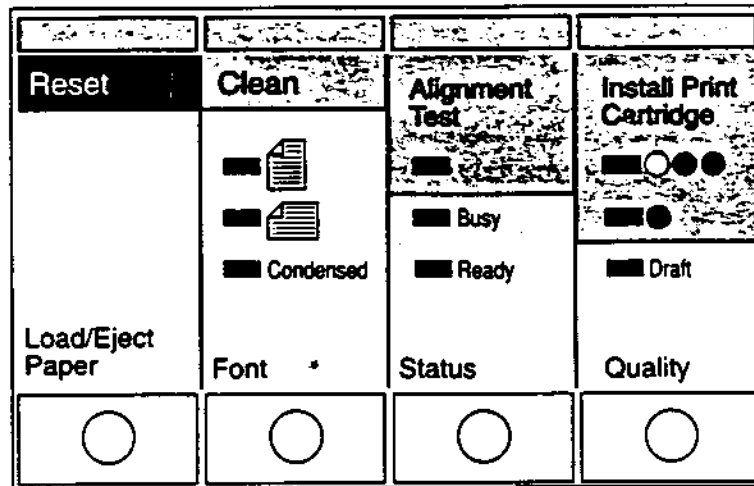
If media is loaded and the printer won't print, use this information to solve your problem. If the self test won't print, see "Printer Self Test Problems," later in this chapter.

Symptom	Cause	Solution
<i>Nothing happens when you turn on the printer. All control panel lights are off.</i>	The printer is not connected properly to the power source.	Turn off the printer and turn it on again. Protection circuitry may have been activated by a power surge. If nothing happens, try the following:  Make sure the power module plug is <i>firmly</i> inserted into the printer's power socket and the other end of the cord is plugged into an outlet.  If you use a power strip, make sure it is on and plugged into an outlet.
<i>The printer is on, but nothing prints.</i>	The printer is not ready to print.	Press the Status button on the printer control panel and the Ready light turns on.
	The printer is not connected properly.	Make sure the interface cable is connected to the appropriate port on your computer. Also, make sure to establish communication between the printer and computer. See chapter 8 for information.
	Your software is not setup for the printer.	Follow the instructions in your software application for selecting a printer.
	Tape covers the print cartridge ink nozzles.	Remove the print cartridges and make sure any tape covering the ink nozzles is removed. Reinstall the print cartridges and perform a print cartridge alignment test.
	The print cartridges are not installed properly.	Make sure the print cartridges snap into place with the green arrows on the top of the print cartridges pointing to the dot(s) on the cradle top.
	A print cartridge is out of ink.	Replace the empty print cartridge and perform a print cartridge alignment test.
<i>Nothing prints and the Ready light is blinking.</i>	Media is loaded incorrectly.	Remove media and reload it. Make sure the IN tray drawer is pushed into the printer until it stops.

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# Control Panel Error Indications

Some printer errors cause the lights on the printer control panel to be on or to blink in different combinations to indicate a printer error. This section provides solutions for error indications.



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Symptom	Cause	Solution
<i>The Ready light is blinking.</i>	The printer is out of media.	Load media in the printer's IN tray. <u>If media is loaded</u> , make sure the IN-tray drawer is pushed into the printer until it stops. Then, press the Load/Eject Paper button on the printer control panel to resume printing.
<i>The Busy and Ready lights blink.</i>	The media jammed.	Use the steps in "Clearing Media Jams" in this chapter to clear the jam.
<i>The printer control panel lights blink simultaneously.</i>	The printer's internal circuitry failed the printer self test.	Turn off the printer and turn it on again. If the lights continue to blink, contact your nearest HP CPO Customer Support Center.
<i>All control panel lights are on.</i>	The printer was hung up.	Turn off the printer and turn it on again. If nothing happens, contact your nearest HP CPO Customer Support Center.



Symptom	Cause	Solution
<i>The Busy light is blinking, the printer won't print in landscape orientation</i>	The printer is waiting for a command to print.	Press the Load/Eject Paper button.
<i>All printer control panel lights blink alternately.</i>	The power module connection is loose.	Make sure the power module plug is firmly inserted into the printer's power socket.
	The print cartridge cradles are unable to move.	Turn off the printer. Open the printer's top cover and remove anything blocking the movement of the print cartridge cradles. Gently move the print cartridge cradles to the left and back again with your hand. Then, turn on the printer.
	An installed font cartridge failed.	Turn off the printer, remove installed font cartridges. Turn the printer on, if the lights stop blinking, a font cartridge failed. If the lights continue to blink, contact your nearest HP CPO Customer Support Center.

## Printer Self Test Problems

If you have printer self test problems, try these solutions.

Symptom	Cause	Solution
<i>The printer self test pattern won't print.</i>	Tape covers the print cartridge ink nozzles.	Remove the print cartridges and remove any tape covering the ink nozzles. Reinstall the cartridges and perform a print cartridge alignment test.
	The print cartridges are not installed properly.	Make sure the green arrow on the cartridge top points to the dot(s) on the cradle top and the print cartridges snap into place.
	The printer was not connected properly to the computer.	Make sure the interface cable is connected and perform the test again. If you cannot perform a print cartridge self test, contact your nearest HP CPO Customer Support Center.
	The computer is off.	Turn off the printer, turn on the computer and turn on the printer.

---

# Printing Problems

This section provides solutions to document printing problems and print quality problems.

## *Document Printing Problems*

The following are solutions for problems you may have when your document is not printing as you expect.

Symptom	Cause	Solution
<i>Margins are not printing as expected.</i>	Margins are not set correctly.	Check your margin settings in the software application.
	The media is not loaded correctly.	Make sure the media stack is aligned against the right side of the printer. Make sure media is not pushed up over the paper width adjustment lever
<i>Printing is skewed or slanted on the media</i>	Media is not loaded squarely.	Make sure the media stack is aligned against the the right side of the the printer. See "Media Problems" in this chapter.
<i>Font selections are not printing.</i>	The fonts were not installed or selected properly.	See your software manual for instructions. If you use font cartridges: make sure the cartridge is pushed down into the font cartridge slot. For soft fonts, make sure the fonts are downloaded. For scalable fonts, see the <i>HP DeskJet 550C Printer Software Guide for Microsoft® Windows.™</i> If you installed an emulation cartridge, emulation cartridges are not supported.
<i>The printout is wrong or garbled.</i>	The wrong printer driver is selected.	Make sure to select the correct printer driver.
<i>The printer seems to print but nothing prints.</i>	Tape covers the print cartridge ink nozzles.	Remove the print cartridges and remove any tape covering the ink nozzles. Reinstall the print cartridges and perform a print cartridge alignment test.
<i>Black printing instead of color.</i>	Color printing is not selected.	Make sure color printing is selected in the software application.
<i>Text is misaligned or spaces in graphics.</i>	The print cartridges are out of alignment.	See "Solving Print Cartridge Alignment Problems."

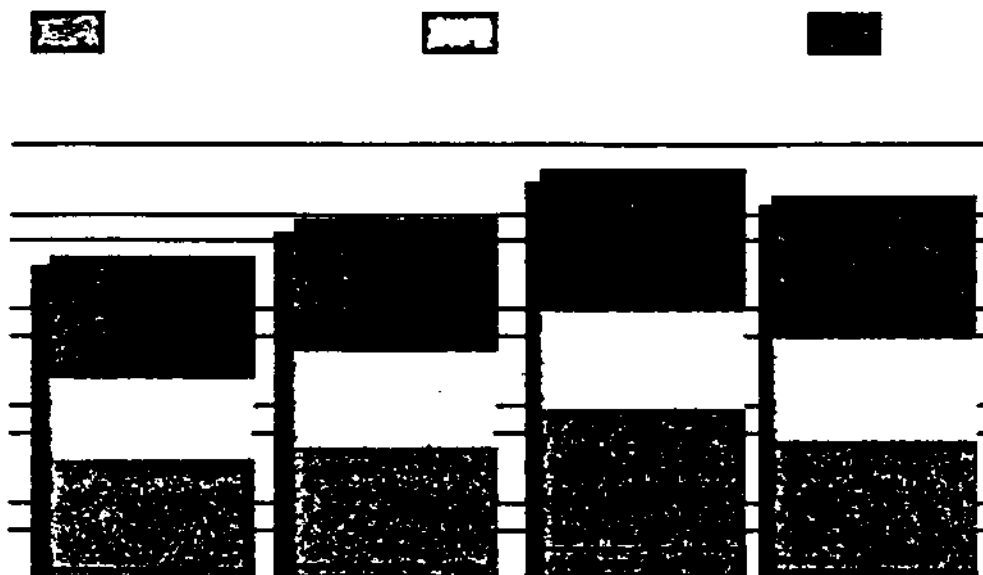
## *Print Quality Problems*

Some print quality problems are caused by the media you use or by problems with the print cartridges. Fuzzy printing and washed out color printing may require you to change printer driver settings. If you use Windows, see the *HP DeskJet 550C Printer Software Guide for Microsoft® Windows.™*

<b>Symptom</b>	<b>Cause</b>	<b>Solution</b>
<i>Characters, dots or lines are incomplete or missing from printouts.</i>	The print cartridge has a problem.	See "Solving Print Cartridge Problems."
<i>Print density is inconsistent.</i>	The print cartridge ink nozzles are clogged.	See "Solving Print Cartridge Problems."
	Media selection is not appropriate.	Try another type of media. See chapter 2.
<i>Printed colors don't match screen colors.</i>	Color settings may need adjustment.	See your software manual or if you use Windows, see the <i>HP DeskJet 550C Printer Software Guide for Microsoft® Windows.™</i>
<i>Print quality is fuzzy.</i>	Media selection is not appropriate.	Try another type of media. Do not use HP CX JetSeries special paper for black printing.
	The print side was not used.	Make sure you use the print side. If you use plain paper, try turning the paper over and print on the other side.
	Printer driver settings need adjustment.	See your software manual or if you use Windows, see the <i>HP DeskJet 550C Printer Software Guide for Microsoft® Windows.™</i>
<i>Print quality is faint or colors appear washed out.</i>	Media selection is not appropriate.	Try another type of media. See chapter 2 for information. Use HP CX JetSeries special paper or HP LX JetSeries glossy paper for best results printing color.
	Printer driver settings are not appropriate for the media.	See your software manual or if you use Windows, see the <i>HP DeskJet 550C Printer Software Guide for Microsoft® Windows.™</i>

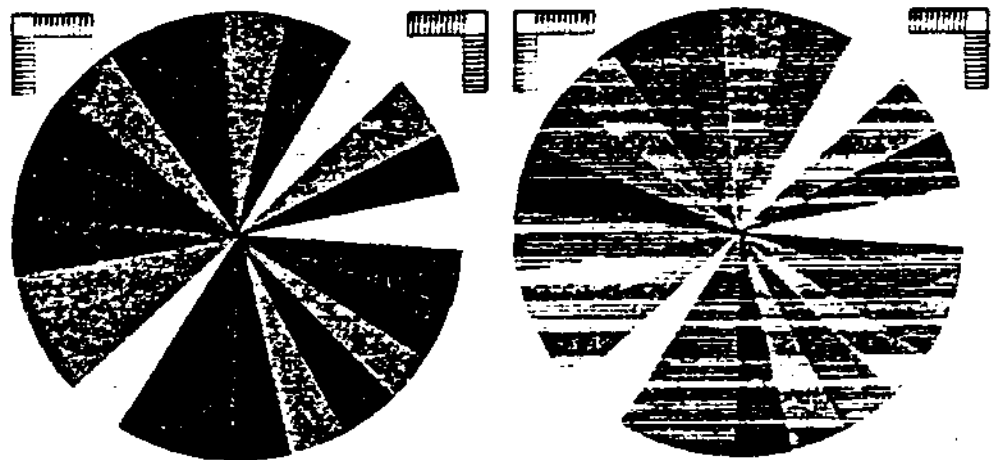
Symptom	Cause	Solution
<i>Ink is smearing or paper is wrinkling.</i>	Too much ink on the page.	See your software manual or if you use Windows, see the <i>HP DeskJet 550C Printer Software Guide for Microsoft® Windows™</i> for information on adjusting intensity settings.
	Media selection is not appropriate.	Try another type of media. See chapter 2.
<i>Color fades near black on transparencies.</i>	The transparency was placed in a protective sleeve while still wet.	Allow 10 to 15 minutes for each transparency to dry before placing printed transparencies into protective sleeves. This also prevents smearing.
<i>Black ink is mixing with color ink.</i>	The color settings in the printer driver need adjustment. Printer driver settings are not appropriate for the media.	If you use Windows, see the <i>HP DeskJet 550C Printer Software Guide for Microsoft® Windows™</i> .
	Media selection is not appropriate.	Try another media type. See chapter 2 for information.

This example illustrates what can happen when black mixes with color areas.



Symptom	Cause	Solution
Black printing is fading. Colors are missing or hues change.	The black or color print cartridge is running out of ink.	<p>Replace the print cartridge with a new one and perform a print cartridge alignment test. If you do not have a new print cartridge, leave the empty cartridge in the cradle until you can replace it.</p> <p>The printer allows you to print with one print cartridge installed, however it may contaminate the print cartridge contacts.</p> <p>If you must print with one print cartridge installed, press and hold the Quality button while pressing the Install Print Cartridge button. See "Solving Print Cartridge Problems" in this chapter for information.</p>

Compare the two print samples below. The sample on the right shows what happens when a color print cartridge begins to run out of ink.



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# Media Problems

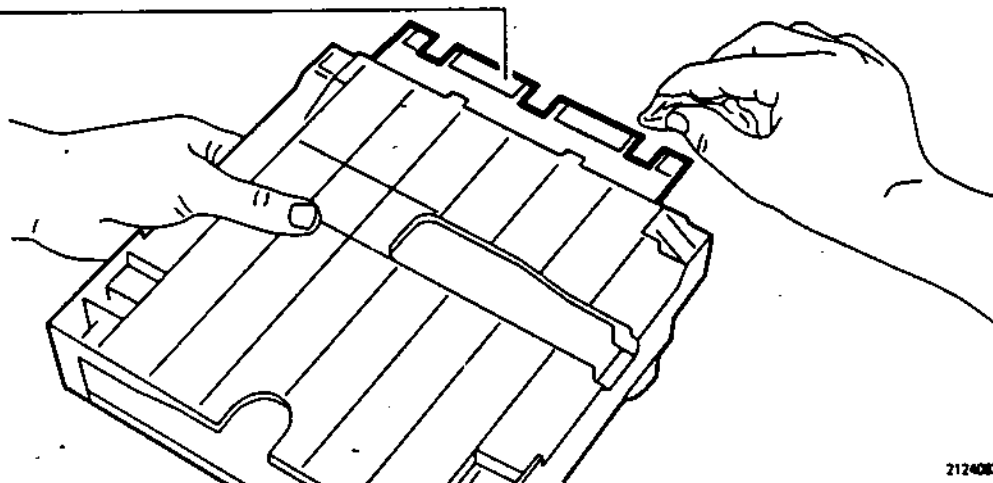
This section identifies media problems and provides solutions to these problems.

Symptom	Cause	Solution
<i>Media won't load into the IN tray.</i>	Something is blocking the paper path in the IN tray.	Remove the OUT tray and remove any media or envelopes from the IN tray. Make sure the paper width adjustment lever is and not preventing paper from loading. Reinstall the OUT tray and load media.
	More than a 1/2 in. (1 cm) stack of media is loaded.	Take out a few sheets of media.
<i>Media is loaded in the IN tray but it doesn't advance into the printer.</i>	Media is not loaded properly.	Remove the media stack and make sure the stack is even. Reload the stack squarely in the IN tray with the right side of the media aligned with the right side of the printer. Make sure to push the IN tray drawer toward the printer until it stops. Do not buckle the media.
	The OUT tray is not installed properly.	Make sure the OUT tray is installed fully into the printer and that it rests evenly on the IN tray.
	Media was not added properly.	To add media, remove remaining media from the IN tray and combine it with a new stack of the same type of media. Then load the media.
	Different media types or weights are loaded.	Remove other media types or weights and load only one media type at a time.
	Media is damaged, wrinkled or curled.	Remove any damaged media from the IN tray. Always store media in its packaging.
<i>Media won't eject from the printer.</i>	The computer was turned off during printing.	Turn off the printer and turn on the computer. Then turn on the printer and media ejects. <i>Information waiting to print is lost when the printer is turned off.</i>
	Media is curling and catching on the OUT tray cover.	Open the OUT tray cover.

<b>Symptom</b>	<b>Cause</b>	<b>Solution</b>
<i>Envelopes are loaded in the IN tray but won't advance into the printer.</i>	Envelopes were not loaded properly.	Slide the paper width adjustment lever to the appropriate envelope setting. Make sure to raise the envelope stop and push the IN tray drawer toward the printer until it stops. Do not buckle the envelopes.
	Envelope settings were not selected properly.	Make sure to select envelopes for printing in your software application.
<i>Printer advances multiple sheets of media.</i>	Media is stuck together.	Remove the media and separate stuck media, and reload it. Make sure the media is appropriate for use.
	More than a 1/2 in. (1 cm) stack of media is loaded.	Take out a few sheets of media.
	Different media types or weights are loaded.	Remove media and load one media type or weight. See chapter 2 for information.
	Media was not added to the IN tray properly.	To add media: remove remaining media from the IN tray and combine it with a new stack of the same type of media. Then, reload the media into the IN tray.
	The OUT tray is not installed properly.	Make sure the OUT tray is installed fully into the printer and that it rests evenly on the IN tray.
	The IN tray drawer was slammed.	Remove the media and reload it. Make sure to push the IN tray drawer toward the printer until it stops. Do not buckle the media.
<i>Printing is skewed or printed on envelopes</i>	Envelopes are not loaded squarely.	Remove the OUT tray and tap the envelope stack to align it against the right side of the printer. Reinstall the OUT tray fully into the printer.

<b>Symptom</b>	<b>Cause</b>	<b>Solution</b>
<i>Printing is skewed or slanted on the media</i>	<b>Media is not loaded squarely.</b>	Remove the OUT tray and make sure the media is aligned against the right side of the printer. If it isn't, tap the media to align it against the right side of the printer and reinstall the OUT tray.
	<b>Different media types or weights are loaded.</b>	Remove other media types or weights and load only one media type.
	<b>More than a 1/2 in. (1 cm) stack of media is loaded.</b>	Take out a few sheets of media.
	<b>The paper width adjustment lever is buckling the media.</b>	Move the paper width adjustment lever to the left to allow the media stack to lay flat in the IN tray.
	<b>The media is not appropriate for use.</b>	Make sure the media, including envelopes, meets the recommendations in chapter 2 of this user's guide. If preprinted forms are skewed, make sure the forms were printed squarely.
	<b>The OUT tray is not installed properly.</b>	Make sure the OUT tray is installed fully into the printer and that it rests evenly on the IN tray.
<i>Scratches appear on transparency films.</i>	<b>The OUT tray needs cleaning.</b>	Remove the OUT tray and turn it over so that the bottom of the tray faces you. Wipe the edge of the paper guide with a tissue to remove dust particles.

**Paper Guide**



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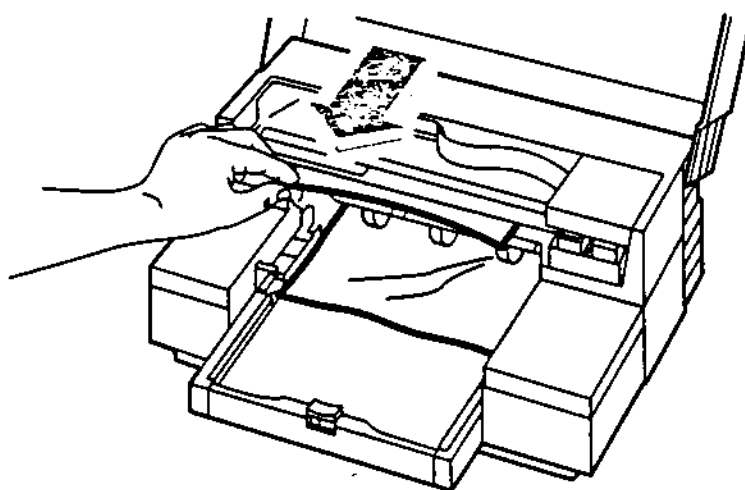
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## Clearing Media Jams

Media jams are indicated when media does not fully eject from the printer into the OUT tray and the Busy and Ready lights blink. Adding media incorrectly may cause media jams. See chapter 2, for more information. Follow these steps to clear a media jam:

1. Turn off the printer.
2. Open the printer's top cover.
3. Remove the OUT tray.
4. Pull the jammed media out of the printer.

If the jammed media is torn, make sure all pieces are removed from the printer's paper path. Small scraps of media remaining may skew printing, cause further media jams, or cause top margin printing problems.



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5. Remove any wrinkled or torn media from the IN tray. If the stack was skewed by the jam, reload the media stack.
6. Replace the OUT tray and close the printer's top cover.
7. Turn on the printer.

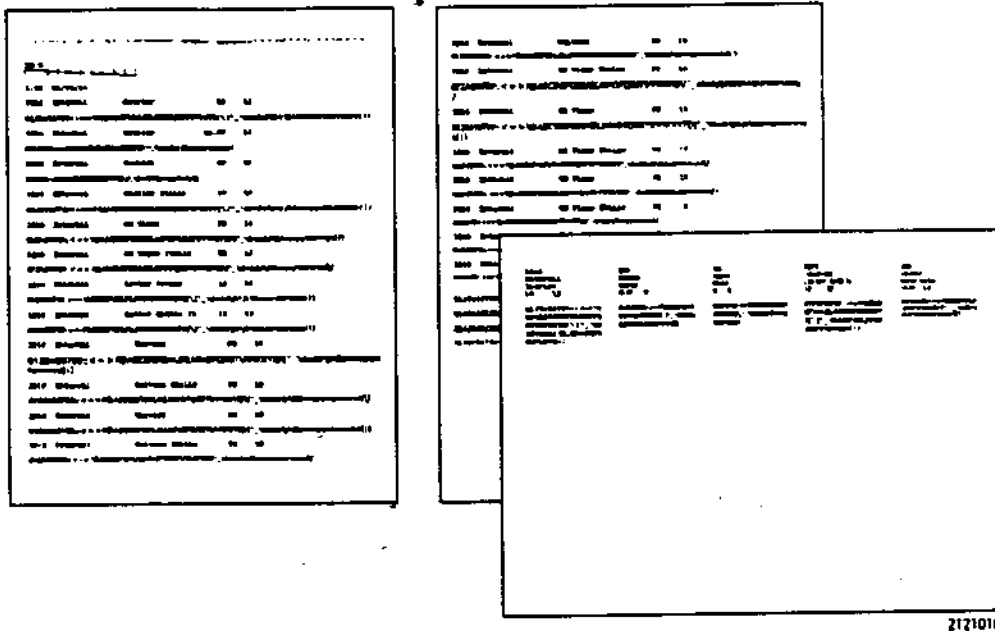
If the Ready and Busy lights blink, make sure all of the jammed media is removed from the printer's paper path.

# Using the Printer Self Test

To ensure the printer is working properly, you can perform a printer self test. Do not use executive size paper for this test. To perform a print cartridge self test:

1. Turn off the printer.
2. Press and hold the Load/Eject Paper button on the printer control panel while turning on the printer.
3. Release the Load/Eject Paper button when the printer control panel lights turn on. A 3-page printer self test pattern prints. The pattern contains a line of color printing.

An example is shown below. Your self test pattern may vary slightly from the example shown.



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# Solving Print Cartridge Problems

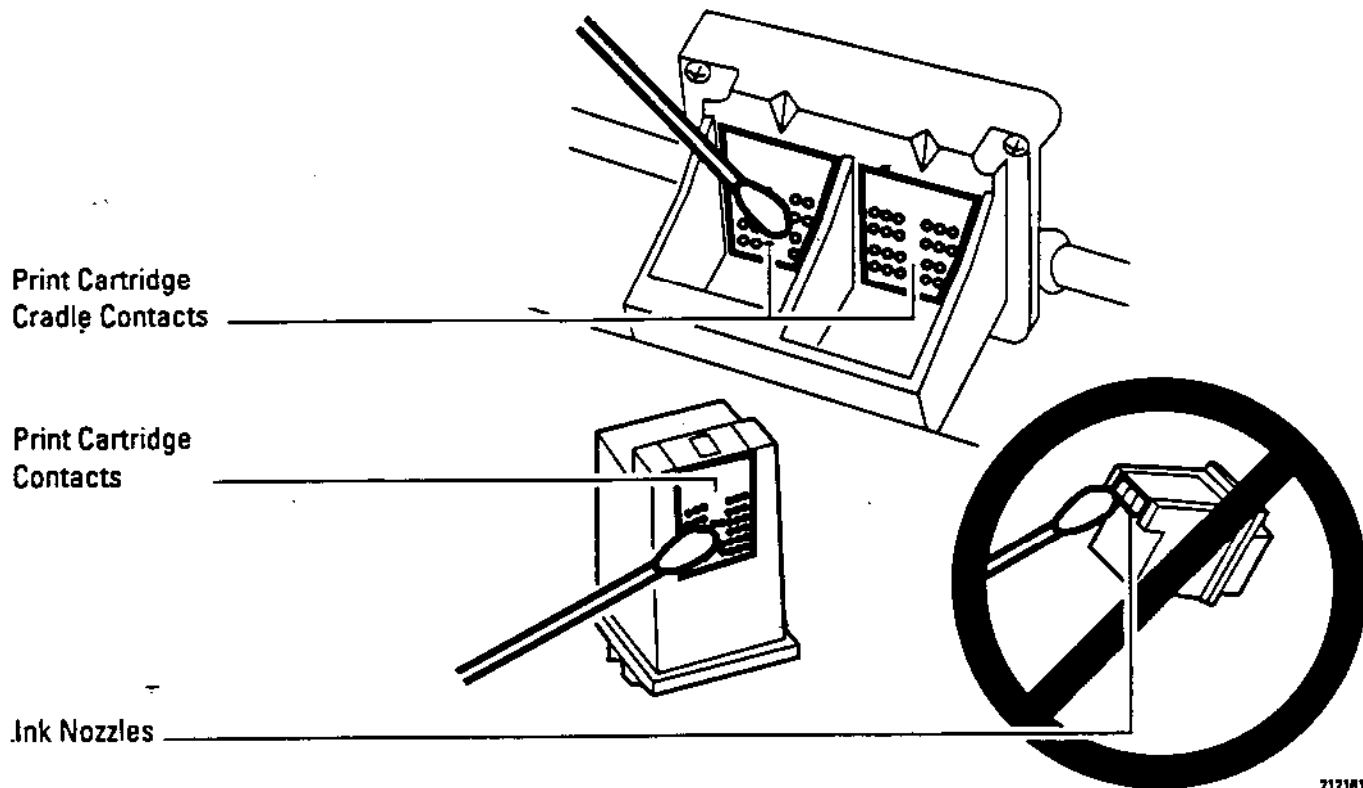
Print quality problems are often solved by making sure you use the *print side* of the media, or by loading a different media type. However, if lines or dots are missing from your printouts, you have a print cartridge problem.

*Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy egestas tempor incididunt ut labore et dolore magna aliquam erat volutpat. Ut enim ad minimam veniam quis nostrud exercitation ullamcorper suscipit laboris nisi ut aliquip ex ea commodo consequat. Duis autem vel eum*

To solve print cartridge problems, follow these steps:

1. Remove the print cartridge and reinstall it.
2. Perform a printer self test to evaluate the print quality. You may have to reinstall the cartridge a few times to see an improvement. If print quality improves, perform a print cartridge alignment test before you continue printing. If print quality does not improve try the following:
3. Remove the print cartridge and use a foam rubber swab or lint-free cloth moistened with isopropyl alcohol to gently wipe the contacts on the print cartridge and the print cartridge cradle. *Do not clean the ink nozzles.*

The illustration below shows how to wipe the print cartridge contacts and the print cartridge cradle contacts with a foam rubber swab. You can also use a lint free cloth.



#### **NOTE**

Do not wipe the ink nozzles. Doing so may damage the print cartridge.

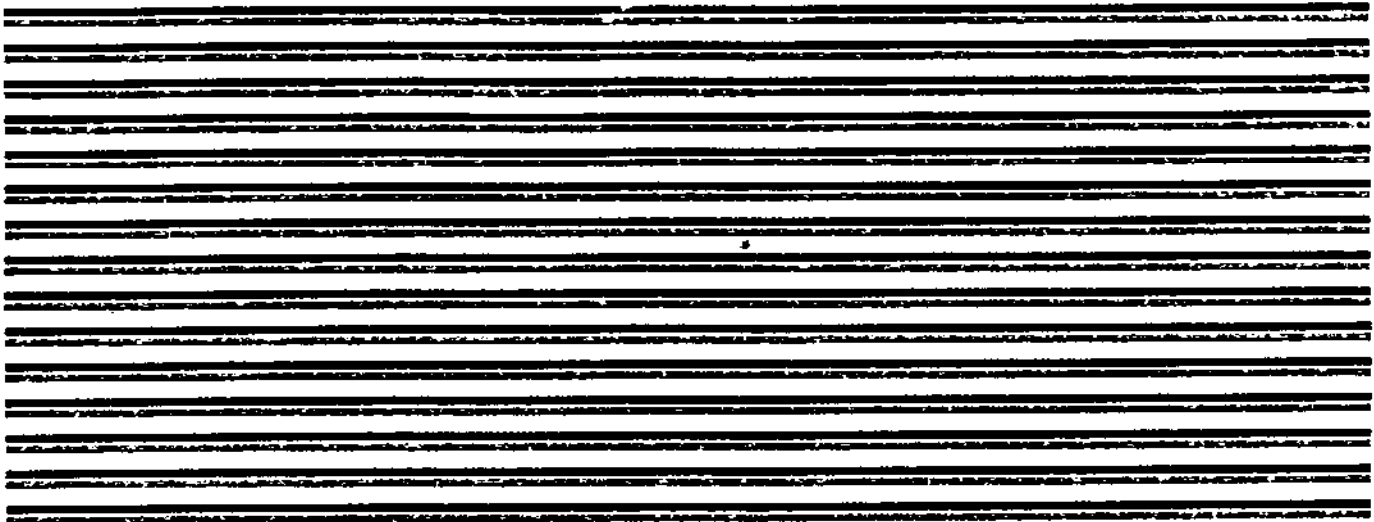
4. Reinstall the print cartridge and perform a print cartridge self test. If print quality does not improve, replace the cartridge.
5. Print a document. If print quality improves, perform a print cartridge alignment test before you continue to print. If the print quality does not improve, replace the print cartridge and perform a print cartridge alignment test.

If the problem persists, contact your nearest HP Customer Support Center.

### *Cleaning the Color Print Cartridge*

If reinstalling the color print cartridge does not improve print quality, clean the color print cartridge. Do not use executive size paper when you clean the print cartridge, the paper is not wide enough to print a color clean pattern.

To clean a a color print cartridge, press the Clean button on the printer control panel. A color Clean pattern prints. An example is shown below.



*Do not clean the print cartridge unnecessarily, as this shortens print cartridge life.*

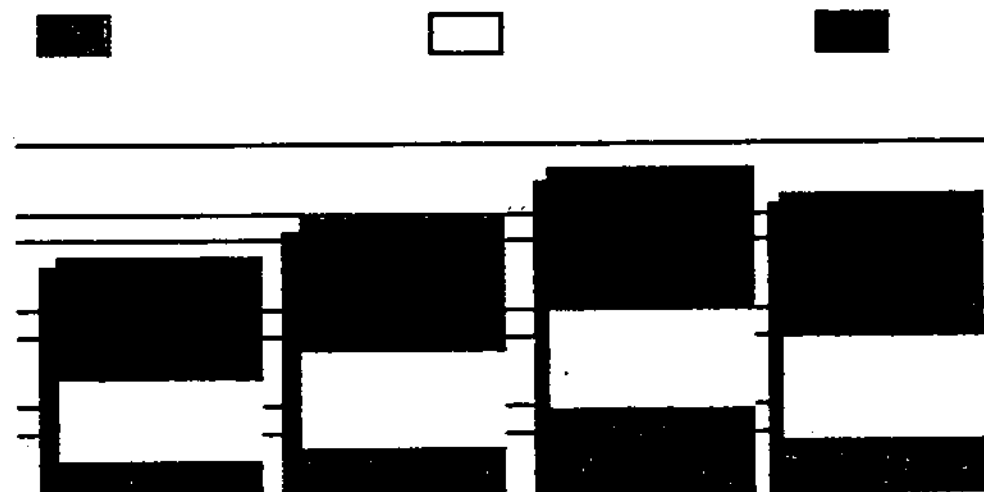
If print quality does not improve, you may repeat the cleaning process once again or replace the print cartridge.

## *Print Cartridge Alignment Problems*

When you replace or reinstall a print cartridge, perform a print cartridge alignment test to ensure the black and color print cartridges are aligned. If the print cartridges are not properly aligned, color and black printing may misalign. Compare the two examples below. The first example was printed with misaligned print cartridges.



The example below was printed with properly aligned print cartridges.

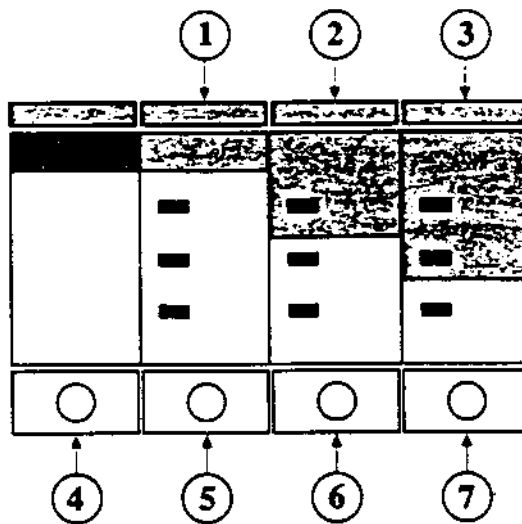


Duis autem vel eum tisi amet, consectetur  
adipiscing elit, sed diu nonummy elusmod  
tempor, incidunt ut labore et dolore magna  
aliquam erat volupat. Ut enim ad minimim  
veniam quis nostrud exercitation ullam  
corpro suscipit laboris nisi ut aliquip ex ea  
commodo consequat.

To ensure proper print cartridge alignment, perform a print cartridge alignment test each time you change a print cartridge using the following steps.

- |    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| 11 | 11 | 11 | 11 | 11 | 11 | 11 |
| 11 | 11 | 11 | 11 | 11 | 11 | 11 |
| 11 | 11 | 11 | 11 | 11 | 11 | 11 |
| 1  | 2  | 3  | 4  | 5  | 6  | 7  |

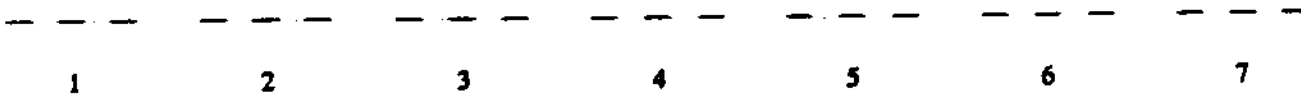
An example of the illustration of the printer control panel is shown below.



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2. Select the best horizontal alignment pattern and press the corresponding control panel button.

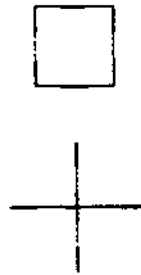
A numbered series of vertical alignment patterns print along with an illustration of the printer control panel buttons. The buttons are numbered to correspond to the alignment patterns. An example of the vertical alignment patterns is shown below.



3. Select the best vertical alignment pattern and press the corresponding printer control button.



When the alignment process is complete, a square and cross pattern prints to show you the results of your horizontal and vertical alignment selections.



You may notice slight differences in the square and cross patterns but these differences are difficult to distinguish in normal printing. *You do not need to perform another alignment test.*

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# Maintaining Your Printer

Very little maintenance is required to keep your HP DeskJet 550C printer in top working condition. Perform the following maintenance procedures as necessary.

## *Exterior Maintenance*

Use a soft cloth moistened with water to wipe dust, smudges, and stains off of the printer's case.

## *Interior Maintenance*

The interior of the printer does not require cleaning. *Keep fluids away from the interior of the printer.*

## *Print Cartridge Maintenance*

To maintain excellent print quality from your print cartridges, use the tips below:

- Keep print cartridges in their sealed packages until you are ready to use them.
- Store print cartridges at room temperature.
- Keep print cartridges in their print cartridge cradles at all times.
- Avoid turning the printer off before printing is complete. The print cartridges may dry out.
- Avoid printing with only one print cartridge installed, as it may contaminate the cradle contacts. If one of the print cartridges runs out of ink, leave the empty cartridge in the cradle until you can replace it.

---

# Customer Support

The information in this chapter suggests solutions to common problems. If your printer is not operating properly, and the suggestions do not solve your problem, contact HP CPO Customer Support Center with the telephone number below.

Information	Telephone
Assistance on printer problems:	
HP CPO Customer Support Center Monday, Tuesday, Thursday, Friday 7 am to 6 pm (MST) Wednesday 7 am to 4 pm (MST)	(208) 323-2551
Information by fax:	
HP FIRST You must have a touch-tone group 3 fax machine, see "Additional Support Services" for more information.	(208) 344-4809
HP Service Agreements and Authorized HP Dealers:	
HP Service Agreement Sales Monday - Friday 7:30 am to 12 noon, 1 pm to 4 pm (PST)	(800) 835-4747
Supplies and accessories:	
HP DIRECT Monday - Friday 6 am to 5 pm (PST)	(800) 538-8787
HP products and your nearest HP dealer:	
HP Customer Information Center (Presales only) Monday - Friday 6 am to 5 pm (PST)	(800) 752-0900

## *Returning Your Printer for Service*

If your printer requires service, contact HP CPO Support Center for information on your nearest HP authorized repair center. See the warranty section at the end of this user's guide for information on how to prepare your printer for service.

## *Additional Support Services*

**By Fax from HP FIRST** Product data sheets and driver request forms are available from HP FIRST (Hewlett-Packard Fax Information Retrieval Support Technology). You must have a touch-tone group 3 fax machine to use HP FIRST.

To use HP FIRST: dial 1-208-344-4809 from your fax machine keypad. A voice response system prompts you to enter the appropriate information. The information you select is sent to your fax machine. Receiving time varies depending on the length of the information you request.

**Through the HP Forum on CompuServe** The HP Forum on CompuServe is the fastest way to get updated printer drivers for your printer. As soon as printer drivers are available, they are uploaded to the HP Forum for instant access by CompuServe members. If you are not a member of CompuServe and would like to join, call CompuServe and take advantage of the Free Introductory Membership. The membership includes the following:

- An introductory usage credit to CompuServe
- A private User ID and Password
- A complimentary subscription to CompuServe's monthly computing publication, *CompuServe Magazine*

To take advantage of the CompuServe Free Introductory Membership offer, call 1-800-848-8199 and ask for Representative No. 51.

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# Notes

## Technical Information

This chapter contains technical information on your printer.

Specifications.....	8-2
Regulatory Notices.....	8-4
Character Set Tables.....	8-7
Printer Commands.....	8-23
Data Communications.....	8-32
Interface and Cable Requirements.....	8-36

# Specifications

## Print Method

Plain paper drop-on-demand thermal inkjet printing

## Black Print Speed\*

### MS Windows Black Print Speed

Presentation mode (grayscale): 1 page per minute

Normal mode: 2 pages per minute

Draft mode: 3 pages per minute

### DOS Black Mechanism Speed

Letter quality mode: 167 cps at 10 cpi

Draft quality mode: 240 cps at 10 cpi

## Full Page Color Print Speed\*

### MS Windows Color Print Speed

Presentation mode: 7 minutes per page

Normal mode: 4 minutes per page

Draft mode: 3 minutes per page

### DOS Color Print Speed

Print speed depends on content of the document, software and system configuration

## Resolution

Letter quality mode: 300 x 300 dpi

\*Draft quality mode: 300 x 150 dpi

## Graphics Resolution

Full-page 75, 100, 150, 300 dpi

## Printer Command Language

HP PCL Level 3

## Character Set Support

HP Roman8, PC-8, PC-8 (D/N), ISO 7 bit languages (German, French, Italian, Norwegian, Portuguese, Swedish, Spanish, U.K.) PC-850, ASCII, ECMA-94 Latin 1, HP Legal, HP Line Draw, Math, and PI.

## Vertical Alignment

Bidirectional:  $\pm 0.002$  in.

## Built-in (internal) Fonts

### Courier (Portrait Orientation)

Pitch: 5, 10, 16.67, 20 cpi

Point size: 6, 12 pt.

Style: Upright (Italic: 5, 10, 20 cpi only)

Stroke weight: Normal, Bold

### CG Times (Portrait Orientation)

Pitch: Proportional

Point size: 5, 6, 7, 8, 10, 12, 14 pt

Style: Upright, Italic

Stroke weight: Normal, Bold

### Letter Gothic (Portrait Orientation)

Pitch: 6, 12, 24 cpi

Point size: 6, 12 pt.

Style: Upright, Italic

Stroke weight: Normal, Bold

### Univers (Portrait Orientation)

Pitch: Proportional

Point size: 5, 6, 7, 8, 10, 12, 14 pt.

Style: Upright (Italic: 5, 6, 10, 12 pt only)

Stroke weight: Normal, Bold

### Courier (Landscape Orientation)

Pitch: 10, 16.67, 20 cpi

Point size: 6, 12, 24

Style: Upright

Stroke weight: Normal, Bold

### Letter Gothic (Landscape Orientation)

Point and Pitch: 6, 12, 24 pt for 12, 24 cpi

4.75, 9.5, 19 pt for 16.67 cpi

Style: Upright

Stroke weight: Normal, Bold

## Fonts for Microsoft Windows

Courier, CG Times, Univers, and Symbol scalable up to 127 pt.

## Media Weight

16 to 36 lb (60 to 135 g/m<sup>2</sup>)

\* Approximate figures. Exact speed will vary depending on the system configuration and software application package used.

## Media Size

US letter (8.5 x 11 in.)  
European A4 (210 x 297 mm)  
US legal (8.5 x 14 in.)  
U.S. transparency (8.5 x 11 in.)  
European A4 transparency (210 x 297 mm)  
Executive (7.25 x 10.5 in.)  
US No. 10 envelope (4.12 x 9.5 in.)  
European DL envelope (220 x 110 mm)

## Media Handling

Built-in sheet feeder (up to 100 sheets)  
Built-in envelope feeder (up to 20 envelopes)

## Control Panel

### Buttons

Reset, Clean, Alignment Test, Install Print Cartridge,  
Load/Eject Paper, Font, Status, Quality.

### Lights

Landscape Font, Portrait Font, Condensed Font,  
Alignment Test, Busy, Ready, Color Print Cartridge,  
Black Print Cartridge, Draft.

## Dual I/O Interface

Centronics parallel  
RS-232-C serial

## Buffer Size

80 Kbyte receive buffer

## Power Requirements

Power modules:

Input Voltage (depends on power module ordered):

100, 120, 220, or 240 VAC (+10%, -10%)

Frequency:

100 VAC	50/60 Hz (+3 Hz, -3 Hz)
120 VAC	60 Hz (+3 Hz, -3 Hz)
220 VAC	50 Hz (+3 Hz, -3 Hz)
240 VAC	50 Hz (+3 Hz, -3 Hz)

## Power consumption:

8 watts maximum non-printing

25 watts maximum printing

## Operating Environment

Maximum operating temperature:

5°C (41°F) to 40°C (104°F)

Recommended operating temperature for best print  
quality: 15°C (59°F) to 35°C (95°F)

Storage temperature: -40°C (-40°F) to 60°C (140°F)

Humidity: 10-80% RH non-condensing

Noise Levels per ISO 9296:

	Letter Quality	Draft
Sound Power, LwAd:	6.2 B(A)	6.4 B(A)
Sound Pressure, LpAm:	49 dB(A)	50 d B(A)

## Dimensions

443 mm (17.5 in.) W x 206 mm (8.2 in.) H  
x 389 mm (15.3 in.) D

## Weight

6.6 kg (14.5 lb)

## Reliability

60,000 page life, 20,000 hours MTBF

2000 hours power-on and 12,000 printed pages  
per year

1000 total pages per month maximum use

Up to 160 pages per month of color printing

## Product Certifications

Safety Certifications - Power Module: UL, CSA, TUV  
or VDE, BSI, SEMKO, NEMKO, FEI, LCIE, SECV

Safety Certifications - Printer with Power Module: UL,  
CSA, TUV, ETL Others not required

EMI Certifications - Printer with Power Module: FCC  
Class B when used with a Class B computing device  
(USA), EMC Directive 89/336/EEC (European  
Community), VCCI (Japan), SABS (South Africa)



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# Regulatory Notices

## *FCC Statement (USA)*

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interferences by one or more of the following measures:

- reorient the receiving antenna
- increase the separation between the equipment and the receiver
- connect the equipment into and outlet on a circuit different from that to which the receiver is connected
- consult the dealer or an experienced radio/TV technician for help

The user may find the following booklet prepared by the Federal Communications Commission, helpful: *How to Identify and Resolve Radio/TV Interference Problems*. This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402, Stock No. 004-000-00345-4.

Use of a shielded cable is required to comply within Class B limits of Part 15 of FCC Rules.

Pursuant to Part 15.21 if the FCC Rules any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference and void the FCC authorization to operate this equipment.

### *Power Module Statement*

The power module cannot be repaired. If it is defective it should be discarded or returned to the supplier.

#### 波障害について

この装置は、第二種情報装置(住宅地域又はその隣接した地域において使用されるべき情報装置)で住宅地域での電波障害防止を目的とした情報処理装置等電波障害自主規制協議会(VCCI)基準に適合しております。

しかし、本装置をラジオ、テレビジョン受信機に近接してご使用になると、受信障害の原因になることがあります。

取扱説明書に従って正しい取り扱いをして下さい。

### *Svenska*

Får endast anslutas till jordat nätuttag.

Observera!

Skadas sladden till denna nätadapter skall enheten kasseras.  
Sladden går ej att byta ut.

**DECLARATION OF CONFORMITY**  
**according to ISO/IEC Guide 22 and EN 45014**

**Manufacturer's name  
and address:**

Hewlett-Packard Company  
Vancouver Division  
18110 S.E. 34th Street  
Camas, Washington 98607

**Manufacturer's name  
and address:**

Hewlett Packard Company  
Asia Peripherals Division  
1150 Depot Road  
Singapore 0410

*declares, that the product*

**Product Name:**

DeskJet and DeskWriter Printers

**Model Number:**

HP C2106A, 2279A, C2113A, C2114A,  
C2121A, C2124A

*conforms to the following Product Specifications:*

**Safety:**

IEC 950, First Edition/EN 60950

**EMC:**

EN55022 Class B  
EN55101-2  
EN55101-3

**Supplementary Information:**

Camas, WA  
January 1, 1992



**Nilesh Gheewala, Customer Assurance Manager**

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# Character Sets

A character set is a collection of the symbols and characters that constitute all elements of a language or discipline (legal), including punctuation and numbers. This section describes the character sets available and provides examples.

There are two types of character sets: 128-character sets and 256-character sets. Character sets containing 128 characters are "7-bit" character sets because only seven bits of the character byte are used to designate the character. Character sets containing 256 characters are "8-bit" character sets because the eighth bit of the character byte is used to access all 256 characters.

## *7-bit Character Sets*

The 7-bit character sets conform to standard definitions set forth by the International Standards Organization (ISO). This printer supports the following 7-bit character sets: United Kingdom (ISO 4), German (ISO 21), French (ISO 69), Italian (ISO 15), Norwegian 1 (ISO 60), Norwegian 2 (ISO 61), Sweden: Names (ISO 11), Swedish (ISO 10), Spanish (ISO 17), ANSI ASCII (ISO 6), PC-850 (ISO 14), Portuguese (ISO 16), IRV (ISO 2), and HP Legal.

## *8-bit Character Sets*

The definitions of the first 128 characters in the 8-bit character set are standardized to the American Standard Code for Information Interchange (ASCII). This printer supports the following 8-bit character sets: PC-8, HP Roman8, PC-850, PC-8 Danish/Norwegian, and ECMA-94 Latin 1. Other character sets are supported through optional font cartridges.

The printer's default character set is PC-8. You can change the default character set with the configuration switches. See chapter 1 of this user's guide for information. Additional character set support is available through the HP22706W WordPerfect font cartridge, and the HP DeskJet Series Printer Driver for Microsoft Windows.

This section identifies the character locations and ASCII character code addresses (positions) for the character sets supported by the HP DeskJet 550C printer.

### PC-8 Character Set Chart

	►		0	@	P	'	p	Ç	É	á	⋮	L	⌌	α	≡
0	16	32	48	64	80	96	112	128	144	160	176	192	208	224	240
☺	◄	!	1	A	Q	a	q	ü	æ	í	☒	⌌	≡	β	±
1	17	33	49	65	81	97	113	129	145	161	177	193	209	225	241
☹	↕	"	2	B	R	b	r	é	Æ	ó	☒	⌌	π	Γ	≥
2	18	34	50	66	82	98	114	130	146	162	178	194	210	226	242
♥	!!	#	3	C	S	c	s	â	ô	ú		⌌	π	≤	
3	19	35	51	67	83	99	115	131	147	163	179	195	211	227	243
♦	¶	\$	4	D	T	d	t	ä	ö	ñ	⌌	—	⌌	Σ	
4	20	36	52	68	84	100	116	132	148	164	180	196	212	228	244
♣	§	%	5	E	U	e	u	à	ò	Ñ	≡	+	F	σ	J
5	21	37	53	69	85	101	117	133	149	165	181	197	213	229	245
♠	—	&	6	F	V	f	v	â	û	ª	⌌	⌌	π	μ	÷
6	22	38	54	70	86	102	118	134	150	166	182	198	214	230	246
●	↕	'	7	G	W	g	w	ç	ù	º	⌌	⌌	⌌	τ	≈
7	23	39	55	71	87	103	119	135	151	167	183	199	215	231	247
◼	↑	(	8	H	X	h	x	ê	ÿ	¿	⌌	⌌	⌌	Φ	°
8	24	40	56	72	88	104	120	136	152	168	184	200	216	232	248
○	↓	)	9	I	Y	i	y	ë	Ö	⌌	⌌	⌌	⌌	Θ	·
9	25	41	57	73	89	105	121	137	153	169	185	201	217	233	249
◼	→	*	:	J	Z	j	z	è	Ü	⌌	⌌	⌌	⌌	Ω	·
10	26	42	58	74	90	106	122	138	154	170	186	202	218	234	250
♂	←	+	;	K	[	k	{	ï	ç	½	⌌	⌌	⌌	δ	√
11	27	43	59	75	91	107	123	139	155	171	187	203	219	235	251
♀	⌌	,	<	L	\	l		î	£	¼	⌌	⌌	⌌	∞	n
12	28	44	60	76	92	108	124	140	156	172	188	204	220	236	252
♪	↔	-	=	M	]	m	}	ì	¥	;	⌌	⌌	⌌	φ	2
13	29	45	61	77	93	109	125	141	157	173	189	205	221	237	253
♪	▲	.	>	N	^	n	~	Ä	Pt	«	⌌	⌌	⌌	ε	■
14	30	46	62	78	94	110	126	142	158	174	190	206	222	238	254
☼	▼	/	?	O	_	o	☒	Å	f	»	⌌	⌌	⌌	∩	
15	31	47	63	79	95	111	127	143	159	175	191	207	223	239	255

# HP Roman8 Character Set Chart

			0	@	P	'	p				-	â	À	Á	Þ
0	16	32	48	64	80	96	112	128	144	160	176	192	208	224	240
		!	1	A	Q	a	q			À	Ý	ê	î	Ã	þ
1	17	33	49	65	81	97	113	129	145	161	177	193	209	225	241
		"	2	B	R	b	r			Â	ý	ô	Ø	ā	·
2	18	34	50	66	82	98	114	130	146	162	178	194	210	226	242
		#	3	C	S	c	s			È	°	û	Æ	Ð	μ
3	19	35	51	67	83	99	115	131	147	163	179	195	211	227	243
		\$	4	D	T	d	t			Ê	Ç	á	â	ð	¶
4	20	36	52	68	84	100	116	132	148	164	180	196	212	228	244
		%	5	E	U	e	u			Ë	ç	é	í	Í	¾
5	21	37	53	69	85	101	117	133	149	165	181	197	213	229	245
		&	6	F	V	f	v			Î	Ñ	ó	ø	Ì	—
6	22	38	54	70	86	102	118	134	150	166	182	198	214	230	246
		'	7	G	W	g	w			Ï	ñ	ú	æ	Ó	¼
7	23	39	55	71	87	103	119	135	151	167	183	199	215	231	247
		(	8	H	X	h	x			´	ì	à	Ä	Ò	½
8	24	40	56	72	88	104	120	136	152	168	184	200	216	232	248
		)	9	I	Y	i	y			`	í	è	ì	Õ	à
9	25	41	57	73	89	105	121	137	153	169	185	201	217	233	249
		*	:	J	Z	j	z			^	ü	ò	Ö	õ	ó
10	26	42	58	74	90	106	122	138	154	170	186	202	218	234	250
		+	;	K	[	k	{			~	£	ù	Ü	Š	«
11	27	43	59	75	91	107	123	139	155	171	187	203	219	235	251
		,	<	L	\	l				~	¥	ä	É	š	■
12	28	44	60	76	92	108	124	140	156	172	188	204	220	236	252
		-	=	M	]	m	}			Ù	§	ë	ï	Ú	»
13	29	45	61	77	93	109	125	141	157	173	189	205	221	237	253
		.	>	N	^	n	~			Û	f	ö	ß	Ÿ	±
14	30	46	62	78	94	110	126	142	158	174	190	206	222	238	254
		/	?	O	_	o	☒			£	ç	ü	Ô	ÿ	
15	31	47	63	79	95	111	127	143	159	175	191	207	223	239	255

# PC-8 Danish/Norwegian Character Set Chart

0	▶		0	@	P	'	p	Ç	É	á	☐	L	⌌	α	≡
1	◀	!	1	A	Q	a	q	ü	æ	í	☒	⌈	≡	β	±
2	↕	"	2	B	R	b	r	é	Æ	ó	☒	⌈	π	Γ	≥
3	♥	!!	#	3	C	S	c	s	â	ô	ú	⌈	⌈	π	≤
4	♦	¶	\$	4	D	T	d	t	ä	ö	ñ	⌈	⌈	Σ	∫
5	♣	§	%	5	E	U	e	u	à	ò	Ñ	⌈	⌈	σ	∫
6	♠	—	&	6	F	V	f	v	å	û	õ	⌈	⌈	μ	÷
7	●	↕	'	7	G	W	g	w	ç	ù	Ö	⌈	⌈	τ	≈
8	◐	↑	(	8	H	X	h	x	ê	ÿ	ı	⌈	⌈	Φ	°
9	○	↓	)	9	I	Y	i	y	ë	Ö	ã	⌈	⌈	θ	·
10	◑	→	*	:	J	Z	j	z	è	Ü	Ã	⌈	⌈	Ω	·
11	♂	←	+	;	K	[	k	{	ï	ø	ℓ	⌈	⌈	δ	√
12	♀	⌌	,	<	L	\	l		î	£	ñ	⌈	⌈	∞	n
13	♪	↔	-	=	M	]	m	}	ì	Ø	ı	⌈	⌈	φ	2
14	♫	▲	.	>	N	^	n	-	Ä	Ł	3	⌈	⌈	ε	■
15	⚙	▼	/	?	O	_	o	☒	Å	ı	□	⌈	⌈	∩	

# PC-850 Character Set Chart

0	▶		0	@	P	'	p	Ç	É	á	☐	L	ð	Ó	-
0	16	32	48	64	80	96	112	128	144	160	176	192	208	224	240
☺	◀	!	1	A	Q	a	q	ü	æ	í	☒	⊥	Ð	β	±
1	17	33	49	65	81	97	113	129	145	161	177	193	209	225	241
☹	↕	"	2	B	R	b	r	é	Æ	ó	☒	⊥	Ê	Ô	—
2	18	34	50	66	82	98	114	130	146	162	178	194	210	226	242
♥	!!	#	3	C	S	c	s	â	ô	ú		⊥	Ë	Ò	¾
3	19	35	51	67	83	99	115	131	147	163	179	195	211	227	243
♦	¶	\$	4	D	T	d	t	ä	ö	ñ	⊥	—	È	õ	¶
4	20	36	52	68	84	100	116	132	148	164	180	196	212	228	244
♣	§	%	5	E	U	e	u	à	ò	Ñ	Á	+	ı	Õ	§
5	21	37	53	69	85	101	117	133	149	165	181	197	213	229	245
♠	—	&	6	F	V	f	v	å	û	ª	Â	ã	Í	μ	÷
6	22	38	54	70	86	102	118	134	150	166	182	198	214	230	246
●	↕	'	7	G	W	g	w	ç	ù	º	À	Ã	Î	þ	,
7	23	39	55	71	87	103	119	135	151	167	183	199	215	231	247
◼	↑	(	8	H	X	h	x	ê	ÿ	ı	©	ℓ	İ	Þ	°
8	24	40	56	72	88	104	120	136	152	168	184	200	216	232	248
○	↓	)	9	I	Y	i	y	ë	Ö	®	≡	≡	┘	Ú	”
9	25	41	57	73	89	105	121	137	153	169	185	201	217	233	249
◐	→	*	:	J	Z	j	z	è	Ü	¬		≡	┘	Û	·
10	26	42	58	74	90	106	122	138	154	170	186	202	218	234	250
♂	←	+	;	K	[	k	{	ï	ø	½	⌋	≡	■	Ü	ı
11	27	43	59	75	91	107	123	139	155	171	187	203	219	235	251
♀	└	,	<	L	\	l		î	£	¼	≡	≡	■	Ý	³
12	28	44	60	76	92	108	124	140	156	172	188	204	220	236	252
♪	↔	-	=	M	]	m	}	ì	Ø	ı	©	≡		Ý	²
13	29	45	61	77	93	109	125	141	157	173	189	205	221	237	253
♪	▲	.	>	N	^	n	˘	Ä	×	«	¥	≡	İ	˘	■
14	30	46	62	78	94	110	126	142	158	174	190	206	222	238	254
☼	▼	/	?	O	_	o	☒	Å	f	»	┘	□	■	'	
15	31	47	63	79	95	111	127	143	159	175	191	207	223	239	255



## *International (ISO) Character Set Substitution Table*


The ISO character sets contain the same characters as the ASCII character set except for the characters in the positions identified below. Use this table as a reference to the values for characters contained in the ISO character sets that differ from the characters in the ANSI ASCII character set.

ISO No.	Character Set Name	Decimal Character Equivalents												
		ID	35	36	64	91	92	93	94	96	123	124	125	126
6	ANSI ASCII	0U	#	\$	@	[	\	]	^	`	{	}	~	
11	Swedish Names	0S	#	□	É	Ä	Ö	Å	Ü	`	ä	ö	å	ü
10	Swedish	3S	#	□	@	Ä	Ö	Å	^	`	ä	ö	å	
17	Spanish	2S	£	\$	§	ı	Ñ	ı	^	`	°	ñ	ç	-
69	French	1F	£	\$	à	°	ç	§	^	μ	é	ù	è	
21	German	1G	#	\$	§	Ä	Ö	Ü	^	`	ä	ö	ü	ß
4	UK	1E	£	\$	@	[	\	]	^	`	{	}		
16	Portuguese	4S	#	\$	§	Ã	Ç	Õ	^	`	ã	ç	õ	°
60	Norwegian1	0D	#	\$	@	Æ	Ø	Å	^	`	æ	ø	å	
61	Norwegian2	1D	§	\$	@	Æ	Ø	Å	^	`	æ	ø	å	
2	IRV		#	□	@	[	\	]	^	`	{	}		
15	Italian	0I	£	\$	§	°	ç	é	^	`	à	°	è	ì

# ECMA-94 Latin 1 Character Set Chart

0	16	32	48	64	80	96	112	128	144	160	176	192	208	224	240
			0	@	P	‘	p			°	À	Ð	à	ð	
1	17	33	49	65	81	97	113	129	145	161	177	193	209	225	241
		!	1	A	Q	a	q			ı	±	Á	Ñ	á	ñ
2	18	34	50	66	82	98	114	130	146	162	178	194	210	226	242
		"	2	B	R	b	r			ç	²	Â	Ô	â	ò
3	19	35	51	67	83	99	115	131	147	163	179	195	211	227	243
		#	3	C	S	c	s			£	³	Ã	Ó	ã	ó
4	20	36	52	68	84	100	116	132	148	164	180	196	212	228	244
		\$	4	D	T	d	t			¤	´	Ä	Ö	ä	ö
5	21	37	53	69	85	101	117	133	149	165	181	197	213	229	245
		%	5	E	U	e	u			¥	µ	Å	Õ	å	õ
6	22	38	54	70	86	102	118	134	150	166	182	198	214	230	246
		&	6	F	V	f	v				¶	Æ	Ö	æ	ö
7	23	39	55	71	87	103	119	135	151	167	183	199	215	231	247
		'	7	G	W	g	w			§	·	Ç	×	ç	÷
8	24	40	56	72	88	104	120	136	152	168	184	200	216	232	248
		(	8	H	X	h	x			"	¸	È	Ø	è	ø
9	25	41	57	73	89	105	121	137	153	169	185	201	217	233	249
		)	9	I	Y	i	y			©	ı	É	Ù	é	ù
10	26	42	58	74	90	106	122	138	154	170	186	202	218	234	250
		*	:	J	Z	j	z			ª	º	Ê	Ú	ê	ú
11	27	43	59	75	91	107	123	139	155	171	187	203	219	235	251
		+	;	K	[	k	{			«	»	Ë	Û	ë	û
12	28	44	60	76	92	108	124	140	156	172	188	204	220	236	252
		,	<	L	\	l				¬	¼	Ì	Ü	ì	ü
13	29	45	61	77	93	109	125	141	157	173	189	205	221	237	253
		-	=	M	]	m	}			-	½	Í	Ý	í	ý
14	30	46	62	78	94	110	126	142	158	174	190	206	222	238	254
		.	>	N	^	n	~			®	¾	Î	Þ	î	þ
15	31	47	63	79	95	111	127	143	159	175	191	207	223	239	255
		/	?	O	_	o	☒			-	¿	Ï	ß	ï	ÿ

## HP Legal Character Set Chart

			0	@	P	°	p
0	16	32	48	64	80	96	112
		!	1	A	Q	a	q
1	17	33	49	65	81	97	113
		"	2	B	R	b	r
2	18	34	50	66	82	98	114
		#	3	C	S	c	s
3	19	35	51	67	83	99	115
		\$	4	D	T	d	t
4	20	36	52	68	84	100	116
		%	5	E	U	e	u
5	21	37	53	69	85	101	117
		&	6	F	V	f	v
6	22	38	54	70	86	102	118
		'	7	G	W	g	w
7	23	39	55	71	87	103	119
		(	8	H	X	h	x
8	24	40	56	72	88	104	120
		)	9	I	Y	i	y
9	25	41	57	73	89	105	121
		*	:	J	Z	j	z
10	26	42	58	74	90	106	122
		+	;	K	[	k	§
11	27	43	59	75	91	107	123
		,	=	L	®	l	¶
12	28	44	60	76	92	108	124
		-	=	M	]	m	†
13	29	45	61	77	93	109	125
		.	¢	N	©	n	™
14	30	46	62	78	94	110	126
		/	?	O	—	o	
15	31	47	63	79	95	111	127

## HP Line Draw Character Set Chart (seven bit)

This character set is available through these optional font cartridges: HP 22706B, HP 22706C, and HP 22706M

0	16	32	48	64	80	96	112
1	17	33	49	65	81	97	113
2	18	34	50	66	82	98	114
3	19	35	51	67	83	99	115
4	20	36	52	68	84	100	116
5	21	37	53	69	85	101	117
6	22	38	54	70	86	102	118
7	23	39	55	71	87	103	119
8	24	40	56	72	88	104	120
9	25	41	57	73	89	105	121
10	26	42	58	74	90	106	122
11	27	43	59	75	91	107	123
12	28	44	60	76	92	108	124
13	29	45	61	77	93	109	125
14	30	46	62	78	94	110	126
15	31	47	63	79	95	111	127

## Math7 Character Set Chart

This character set is available through the HP 22706B font cartridge.

			0	¶	π	¶	π
0	16	32	48	64	80	96	112
		✓	1	α	γ	α	γ
1	17	33	49	65	81	97	113
			2	β	θ	β	θ
2	18	34	50	66	82	98	114
		§	3	ψ	σ	ψ	σ
3	19	35	51	67	83	99	115
		∇	4	φ	τ	φ	τ
4	20	36	52	68	84	100	116
		±	5	ε	ξ	ε	ξ
5	21	37	53	69	85	101	117
		α	6	∂	Δ	∂	Δ
6	22	38	54	70	86	102	118
		∫	7	λ	δ	λ	δ
7	23	39	55	71	87	103	119
		+	8	η	χ	η	χ
8	24	40	56	72	88	104	120
		≈	9	ι	υ	ι	υ
9	25	41	57	73	89	105	121
		Π	Ω	Θ	ζ	Θ	ζ
10	26	42	58	74	90	106	122
		Γ	Λ	κ	†	κ	†
11	27	43	59	75	91	107	123
		Ψ	∞	ω	→	ω	→
12	28	44	60	76	92	108	124
		≡	∫	μ	Τ	μ	Τ
13	29	45	61	77	93	109	125
		Φ	†	ν	←	ν	←
14	30	46	62	78	94	110	126
		Ξ	Σ	ρ	↓	ρ	⋈
15	31	47	63	79	95	111	127

# Math8 Character Set Chart

This character set is available through the HP 22706B font cartridge.

0	16	32	48	64	80	96	112	128	144	160	176	192	208	224	240
		✓	1	A	P	α	ρ			↑	∇	⊙	⊢	⌊	⌋
1	17	33	49	65	81	97	113	129	145	161	177	193	209	225	241
		"	2	B	Σ	β	σ			→	Ξ	⊗	⊥	⌈	⌉
2	18	34	50	66	82	98	114	130	146	162	178	194	210	226	242
		°	3	Γ	T	γ	τ			↓	⊤	⊖	⌞	⌋	⌋
3	19	35	51	67	83	99	115	131	147	163	179	195	211	227	243
		∞	4	Δ	Υ	δ	υ			←	⊥	⊙	⊖	⌊	⌋
4	20	36	52	68	84	100	116	132	148	164	180	196	212	228	244
		÷	5	E	Φ	ε	φ			↑	∪	∧	∫	⌈	⌋
5	21	37	53	69	85	101	117	133	149	165	181	197	213	229	245
		∝	6	Z	X	ζ	χ			⇒	∩	∇	ℳ	ϕ	⌋
6	22	38	54	70	86	102	118	134	150	166	182	198	214	230	246
		'	7	H	Ψ	η	ψ			↓	∈	∇	∠	⌋	⌋
7	23	39	55	71	87	103	119	135	151	167	183	199	215	231	247
		(	8	Θ	Ω	θ	ω			⇐	⊃	⊥	∅	∇	⌋
8	24	40	56	72	88	104	120	136	152	168	184	200	216	232	248
		)	9	I	∇	ι	∂			↕	∉	⊙	ℳ	⌋	⌋
9	25	41	57	73	89	105	121	137	153	169	185	201	217	233	249
		×	e	K	∂	κ	φ			↔	⊂	⊙	⌋	∠	⌋
10	26	42	58	74	90	106	122	138	154	170	186	202	218	234	250
		+	ε	Λ	ς	λ	ω			↕	⊃	⊙	⌋	∠	⌋
11	27	43	59	75	91	107	123	139	155	171	187	203	219	235	251
		,	<	M	≤	μ	≈			↔	∠	⊙	⊙		
12	28	44	60	76	92	108	124	140	156	172	188	204	220	236	252
		—	=	N	≠	ν	≡			↔	∠	⊙	⊙		±
13	29	45	61	77	93	109	125	141	157	173	189	205	221	237	253
		.	>	≡	≥	ξ	≠			↔	⊂	†	ℳ		±
14	30	46	62	78	94	110	126	142	158	174	190	206	222	238	254
		/	≈	O	—	o	⊙			—	⊃	†	ℳ		
15	31	47	63	79	95	111	127	143	159	175	191	207	223	239	255

## PIFont Character Set Chart

This character set is available through the HP 22706B font cartridge.

0	16	32	48	64	80	96	112	128	144	160	176	192	208	224	240
1	17	33	49	65	81	97	113	129	145	161	177	193	209	225	241
2	18	34	50	66	82	98	114	130	146	162	178	194	210	226	242
3	19	35	51	67	83	99	115	131	147	163	179	195	211	227	243
4	20	36	52	68	84	100	116	132	148	164	180	196	212	228	244
5	21	37	53	69	85	101	117	133	149	165	181	197	213	229	245
6	22	38	54	70	86	102	118	134	150	166	182	198	214	230	246
7	23	39	55	71	87	103	119	135	151	167	183	199	215	231	247
8	24	40	56	72	88	104	120	136	152	168	184	200	216	232	248
9	25	41	57	73	89	105	121	137	153	169	185	201	217	233	249
10	26	42	58	74	90	106	122	138	154	170	186	202	218	234	250
11	27	43	59	75	91	107	123	139	155	171	187	203	219	235	251
12	28	44	60	76	92	108	124	140	156	172	188	204	220	236	252
13	29	45	61	77	93	109	125	141	157	173	189	205	221	237	253
14	30	46	62	78	94	110	126	142	158	174	190	206	222	238	254
15	31	47	63	79	95	111	127	143	159	175	191	207	223	239	255

## DeskTop Character Set Chart

This character set is available through the HP 22706W WordPerfect font cartridge.

0	16	32	48	64	80	96	112	128	144	160	176	192	208	224	240
		!	1	A	Q	a	q			¶	”	±	›	°	˘
1	17	33	49	65	81	97	113	129	145	161	177	193	209	225	241
		”	2	B	R	b	r			§	μ	×	«	æ	^
2	18	34	50	66	82	98	114	130	146	162	178	194	210	226	242
		#	3	C	S	c	s			†	‰	÷	»	Æ	”
3	19	35	51	67	83	99	115	131	147	163	179	195	211	227	243
		\$	4	D	T	d	t			‡	•	°	,	ð	˜
4	20	36	52	68	84	100	116	132	148	164	180	196	212	228	244
		%	5	E	U	e	u			©	●	'	”	Ð	˘
5	21	37	53	69	85	101	117	133	149	165	181	197	213	229	245
		&	6	F	V	f	v			®	○	”	•	ij	˘
6	22	38	54	70	86	102	118	134	150	166	182	198	214	230	246
		'	7	G	W	g	w			™	○	¼	;	U	˘
7	23	39	55	71	87	103	119	135	151	167	183	199	215	231	247
		(	8	H	X	h	x			‰	■	½	¿	l	°
8	24	40	56	72	88	104	120	136	152	168	184	200	216	232	248
		)	9	I	Y	i	y			¢	■	¾	Pt	Ł	˘
9	25	41	57	73	89	105	121	137	153	169	185	201	217	233	249
		*	:	J	Z	j	z			—	□	1	ℓ	œ	—
10	26	42	58	74	90	106	122	138	154	170	186	202	218	234	250
		+	;	K	[	k	{			—	□	2	£	Œ	˘
11	27	43	59	75	91	107	123	139	155	171	187	203	219	235	251
		,	<	L	\	l				...	'	3	¥	ø	˘
12	28	44	60	76	92	108	124	140	156	172	188	204	220	236	252
		-	=	M	]	m	}			fi	¬	/	□	Ø	˘
13	29	45	61	77	93	109	125	141	157	173	189	205	221	237	253
		.	>	N	^	n	~			fi			f	þ	l
14	30	46	62	78	94	110	126	142	158	174	190	206	222	238	254
		/	?	O	_	o	■						β	þ	
15	31	47	63	79	95	111	127	143	159	175	191	207	223	239	255



## MS Windows Symbol Set Chart

This character set is available through the HP DeskJet Series Printer Driver for Microsoft Windows.

NUL			0	@	P	`	p				°	À	Ð	à	ð
0	16	32	48	64	80	96	112	128	144	160	176	192	208	224	240
		!	1	A	Q	a	q		'	i	±	Á	Ñ	á	ñ
1	17	33	49	65	81	97	113	129	145	161	177	193	209	225	241
		"	2	B	R	b	r		'	ç	²	Â	Ò	â	ò
2	18	34	50	66	82	98	114	130	146	162	178	194	210	226	242
		#	3	C	S	c	s		£	³	Ã	Ó	ã	ó	
3	19	35	51	67	83	99	115	131	147	163	179	195	211	227	243
		\$	4	D	T	d	t		¤	´	Ä	Ô	ä	ô	
4	20	36	52	68	84	100	116	132	148	164	180	196	212	228	244
		%	5	E	U	e	u		¥	µ	Å	Õ	å	õ	
5	21	37	53	69	85	101	117	133	149	165	181	197	213	229	245
		&	6	F	V	f	v			¶	Æ	Ö	æ	ö	
6	22	38	54	70	86	102	118	134	150	166	182	198	214	230	246
BEL		'	7	G	W	g	w		§	·	Ç	×	ç	÷	
7	23	39	55	71	87	103	119	135	151	167	183	199	215	231	247
BS		(	8	H	X	h	x		¨	˙	È	Ø	è	ø	
8	24	40	56	72	88	104	120	136	152	168	184	200	216	232	248
HT		)	9	I	Y	i	y		©	ı	É	Ù	é	ù	
9	25	41	57	73	89	105	121	137	153	169	185	201	217	233	249
LF		*	:	J	Z	j	z		ª	º	Ê	Ú	ê	ú	
10	26	42	58	74	90	106	122	138	154	170	186	202	218	234	250
VT	ESC	+	;	K	[	k	{		«	»	Ë	Û	ë	û	
11	27	43	59	75	91	107	123	139	155	171	187	203	219	235	251
FF		,	<	L	\	l			¬	¼	Ì	Ü	ì	ü	
12	28	44	60	76	92	108	124	140	156	172	188	204	220	236	252
CR		-	=	M	]	m	}		-	½	Í	Ý	í	ý	
13	29	45	61	77	93	109	125	141	157	173	189	205	221	237	253
SO		.	>	N	^	n	~		®	¾	Î	Þ	î	þ	
14	30	46	62	78	94	110	126	142	158	174	190	206	222	238	254
SI		/	?	O	_	o	☐		-	¿	Ï	ß	ï	ÿ	
15	31	47	63	79	95	111	127	143	159	175	191	207	223	239	255

# ASCII Decimal Hexadecimal Conversion Table

This table provides the decimal and hexadecimal equivalent of each character in the HP Roman8 character set. The HP Roman8 character set is an 8-bit symbol set. In addition to the characters and symbols of the standard ASCII character set, it contains international characters and symbols. Use this table to convert printer commands to decimal or hexadecimal values.

CHAR	DEC	HEX
ctrl @	0	00
ctrl A	1	01
ctrl B	2	02
ctrl C	3	03
ctrl D	4	04
ctrl E	5	05
ctrl F	6	06
ctrl G	7	07
ctrl H	8	08
ctrl I	9	09
ctrl J	10	0A
ctrl K	11	0B
ctrl L	12	0C
ctrl M	13	0D
ctrl N	14	0E
ctrl O	15	0F
ctrl P	16	10
ctrl Q	17	11
ctrl R	18	12
ctrl S	19	13
ctrl T	20	14
ctrl U	21	15
ctrl V	22	16
ctrl W	23	17
ctrl X	24	18
ctrl Y	25	19
ctrl Z	26	1A
ctrl [	27	1B
ctrl \	28	1C
ctrl ]	29	1D
ctrl ^	30	1E
ctrl _	31	1F

CHAR	DEC	HEX
!	32	20
"	33	21
#	34	22
\$	35	23
%	36	24
&	37	25
'	38	26
(	39	27
)	40	28
*	41	29
+	42	2A
,	43	2B
-	44	2C
.	45	2D
/	46	2E
0	47	2F
1	48	30
2	49	31
3	50	32
4	51	33
5	52	34
6	53	35
7	54	36
8	55	37
9	56	38
:	57	39
;	58	3A
<	59	3B
=	60	3C
>	61	3D
?	62	3E
@	63	3F

CHAR	DEC	HEX
A	64	40
B	65	41
C	66	42
D	67	43
E	68	44
F	69	45
G	70	46
H	71	47
I	72	48
J	73	49
K	74	4A
L	75	4B
M	76	4C
N	77	4D
O	78	4E
P	79	4F
Q	80	50
R	81	51
S	82	52
T	83	53
U	84	54
V	85	55
W	86	56
X	87	57
Y	88	58
Z	89	59
[	90	5A
\	91	5B
]	92	5C
^	93	5D
_	94	5E
`	95	5F

CHAR	DEC	HEX
a	96	60
b	97	61
c	98	62
d	99	63
e	100	64
f	101	65
g	102	66
h	103	67
i	104	68
j	105	69
k	106	6A
l	107	6B
m	108	6C
n	109	6D
o	110	6E
p	111	6F
q	112	70
r	113	71
s	114	72
t	115	73
u	116	74
v	117	75
w	118	76
x	119	77
y	120	78
z	121	79
{	122	7A
	123	7B
}	124	7C
~	125	7D
DEL	126	7E
ESC	127	7F

## ASCII Decimal-Hex Table (continued)

CHAR	DEC	HEX
N <sub>1</sub>	128	80
S <sub>1</sub>	129	81
S <sub>2</sub>	130	82
E <sub>1</sub>	131	83
L <sub>1</sub>	132	84
L <sub>2</sub>	133	85
A <sub>1</sub>	134	86
Q <sub>1</sub>	135	87
B <sub>1</sub>	136	88
N <sub>2</sub>	137	89
L <sub>3</sub>	138	8A
V <sub>1</sub>	139	8B
F <sub>1</sub>	140	8C
C <sub>1</sub>	141	8D
S <sub>3</sub>	142	8E
S <sub>4</sub>	143	8F
D <sub>1</sub>	144	90
D <sub>2</sub>	145	91
D <sub>3</sub>	146	92
D <sub>4</sub>	147	93
D <sub>5</sub>	148	94
N <sub>3</sub>	149	95
S <sub>5</sub>	150	96
E <sub>2</sub>	151	97
C <sub>2</sub>	152	98
E <sub>3</sub>	153	99
S <sub>6</sub>	154	9A
E <sub>4</sub>	155	9B
F <sub>2</sub>	156	9C
G <sub>1</sub>	157	9D
R <sub>1</sub>	158	9E
U <sub>1</sub>	159	9F

CHAR	DEC	HEX
	160	A0
A	161	A1
A	162	A2
E	163	A3
E	164	A4
E	165	A5
I	166	A6
I	167	A7
	168	A8
	169	A9
	170	AA
	171	AB
	172	AC
U	173	AD
U	174	AE
E	175	AF
	176	B0
	177	B1
	178	B2
*	179	B3
Q	180	B4
Q	181	B5
N	182	B6
A	183	B7
i	184	B8
L	185	B9
Q	186	BA
E	187	BB
V	188	BC
S	189	BD
f	190	BE
c	191	BF

CHAR	DEC	HEX
a	192	C0
e	193	C1
o	194	C2
u	195	C3
a	196	C4
e	197	C5
o	198	C6
u	199	C7
a	200	C8
e	201	C9
o	202	CA
u	203	CB
a	204	CC
e	205	CD
o	206	CE
u	207	CF
A	208	D0
x	209	D1
0	210	D2
Æ	211	D3
a	212	D4
l	213	D5
e	214	D6
æ	215	D7
A	216	D8
l	217	D9
0	218	DA
U	219	DB
E	220	DC
l	221	DD
B	222	DE
0	223	DF

CHAR	DEC	HEX
A	224	E0
A	225	E1
a	226	E2
C	227	E3
±	228	E4
I	229	E5
I	230	E6
O	231	E7
O	232	E8
O	233	E9
o	234	EA
S	235	EB
s	236	EC
U	237	ED
Y	238	EE
y	239	EF
þ	240	F0
þ	241	F1
	242	F2
	243	F3
	244	F4
	245	F5
—	246	F6
$\frac{1}{4}$	247	F7
$\frac{1}{2}$	248	F8
3	249	F9
9	250	FA
«	251	FB
■	252	FC
»	253	FD
±	254	FE
■	255	FF

---

# Printer Commands

This section summarizes the printer commands and control codes available for the HP DeskJet 550C printer. Use this section to select printer features with printer commands. Refer to your software manual for more information on how to send printer commands. For more technical information about the printer commands, refer to the technical reference manual. To purchase a technical reference manual, refer to "Ordering Information."

## *Printer Command Basics*

In this user's guide, two conventions are used to list printer commands in escape sequence examples.

Lowercase "l" = " / "	Number "one" = " 1 "
Uppercase "O" = " O "	Number "zero" = " 0 "

The " / " character will not appear on your screen.

- Spaces were added in the printer command examples for reading only. Do not enter spaces in the printer commands that you send. For example, you may see E<sub>c</sub> ( s 10 H, but would send E<sub>c</sub>(s10H.
- The printer recognizes only printer commands when the upper and lowercase letters entered correctly.
- If you send a printer command to the printer to change a printer feature is in effect until you send a printer command to change it or turn it off.
- The printer returns to its default configuration switch settings when you turn it off and on, or when you press the Reset button on the printer control panel. If you send the printer command E<sub>c</sub> E (printer reset), the printer returns to the most current mode and font settings you selected through the printer control panel.
- Some printer commands must be sent in a particular order.

## Combining Printer Commands

To save time and shorten the length of the command, combine printer commands that share the same two characters following the Escape character. To combine printer commands, begin the printer command with  $E_c$  and the two shared characters, then append the remaining characters from each command.

These printer commands

$E_c (s 3 T$        $E_c (s 3 B$        $E_c (s 2 Q$   
can be combined into       $E_c (s 3 b 3 t 2 Q$   
"Ec (s" is the portion of the printer command that all three commands share. In the combined command, "b" and "t" are now lowercase, while "Q" because it is the last character, remains uppercase to notify the printer the that the command is complete.

Some rules for combining printer commands:

- Only printer commands that share the same two characters immediately following "Ec" can be combined.
- All alphabetic characters within the combined printer commands must be in lowercase, except for the last character.
- The last character in the combined printer command must be in uppercase to notify the printer that the command is complete.
- Printer commands take effect as your software encounters them (from left to right). Combine printer commands in the order in which the printer should perform them.

## Using Decimal or Hexadecimal Equivalents

Your software application may require you to enter printer commands in decimal or hexadecimal form. The printer command for landscape page orientation is shown in three different forms below:

Escape Sequence	$E_c \& / 10$
Decimal Equivalent	027 038 108 049 079
Hexadecimal Equivalent	1B 26 6C 31 4F

## HP PCL Printer Command Summary

Printer Feature	Printer Command	Decimal Equivalent	Hex. Equivalent
<b>Printer Control</b>			
Reset	E <sub>c</sub> E	027 069	1B 45
Self test	E <sub>c</sub> Z	027 122	1B 7A
<b>Paper Input Control (Media Source)</b>			
Eject page	E <sub>c</sub> & / 0H	027 038 108 049 072	1B 26 6C 30 48
Feed from tray	E <sub>c</sub> & / 1H	027 038 108 049 072	1B 26 6C 31 48
Envelope feed	E <sub>c</sub> & / 3H	027 038 108 051 072	1B 26 6C 33 48
<b>Print Mode</b>			
Unidirectional left to right	E <sub>c</sub> &k 0W	027 038 107 048 087	1B 26 6B 30 57
Bidirectional	E <sub>c</sub> &k 1W	027 038 107 049 087	1B 26 6B 31 57
Unidirectional right to left	E <sub>c</sub> &k 2W	027 038 107 050 087	1B 26 6B 32 57
<b>Underline</b>			
Single fixed	E <sub>c</sub> &d 1D	027 038 100 049 068	1B 26 64 31 44
Double fixed	E <sub>c</sub> &d 2D	027 038 100 050 068	1B 26 64 32 44
Single floating	E <sub>c</sub> &d 3D	027 038 100 051 068	1B 26 64 33 44
Double floating	E <sub>c</sub> &d 4D	027 038 100 052 068	1B 26 64 34 44
Turn off	E <sub>c</sub> &d @	027 038 100 064	1B 26 64 40
<b>Line Termination</b>			
CR ⇒ CR, LF ⇒ LF, FF ⇒ FF	E <sub>c</sub> &k 0G	027 038 107 048 071	1B 26 6B 30 47
CR ⇒ CR+LF, LF ⇒ LF, FF ⇒ FF	E <sub>c</sub> &k 1G	027 038 107 049 071	1B 26 6B 31 47
CR ⇒ CR, LF ⇒ CR + LF, FF ⇒ CR+FF	E <sub>c</sub> &k 2G	027 038 107 050 071	1B 26 6B 32 47
CR ⇒ CR+LF, LF ⇒ CR+LF, FF ⇒ CR+FF	E <sub>c</sub> &k 3G	027 038 107 051 071	1B 26 6B 33 47
<b>End-of-Line Wrap</b>			
Turn on	E <sub>c</sub> &s 0C	027 038 115 048 067	1B 26 73 30 43
Turn off	E <sub>c</sub> &s 1C	027 038 115 049 067	1B 26 73 31 43
<b>Transparent Print Mode</b>			
No. of bytes	E <sub>c</sub> &p #X[data]	027 038 112 #...# 088	1B 26 70 #...# 58
<b>Display Functions Mode</b>			
Turn on	E <sub>c</sub> Y	027 089	1B 59
Turn off	E <sub>c</sub> Z	027 090	1B 5A
<b>Enhancement Control</b>			
Line-by-line on	E <sub>c</sub> &k 0E	027 038 107 048 069	1B 26 6B 30 45
Line-by-line off	E <sub>c</sub> &k 1F	027 038 107 049 070	1B 26 6B 31 46

\*These printer commands are listed in the order in which they must be sent.

#Indicates the numeric value field.

Printer Feature	Printer Command	Decimal Equivalent	Hex. Equivalent
<b>Page Control</b>			
<b>Paper Size*</b>			
Default size	E <sub>c</sub> & / 0A	027 038 108 048 065	1B 26 6C 30 41
US Letter	E <sub>c</sub> & / 2A	027 038 108 050 065	1B 26 6C 32 41
US Legal	E <sub>c</sub> & / 3A	027 038 108 051 065	1B 26 6C 33 41
A4	E <sub>c</sub> & / 26A	027 038 108 050 054 065	1B 26 6C 32 36 41
No. 10 envelope	E <sub>c</sub> & / 81A	027 038 108 056 049 065	1B 26 6C 38 31 41
<b>Page Orientation*</b>			
Landscape	E <sub>c</sub> & / 1 O	027 038 108 049 079	1B 26 6C 31 4F
Portrait	E <sub>c</sub> & / 0 O	027 038 108 048 079	1B 26 6C 30 4F
<b>Line Spacing</b>			
Lines per inch no. of lines	E <sub>c</sub> & / #D	027 038 108 #...# 068	1B 26 6C #...# 44
<b>Page Length*</b>			
Number of lines	E <sub>c</sub> & / #P	027 038 108 #...# 080	1B 26 6C #...# 50
<b>Perforation Skip Mode*</b>			
On	E <sub>c</sub> & / 1L	027 038 108 049 076	1B 26 6C 31 4C
Off	E <sub>c</sub> & / 0L	027 038 108 048 076	1B 26 6C 30 4C
<b>Top Margin*</b>			
Number of lines	E <sub>c</sub> & / #E	027 038 108 #...# 069	1B 26 6C #...# 45
<b>Text Length*</b>			
Number of lines	E <sub>c</sub> & / #F	027 038 108 #...# 070	1B 26 6C #...# 46
<b>Side Margins*</b>			
Clear	E <sub>c</sub> 9	027 057	1B 39
Left (column no.)	E <sub>c</sub> &a#L	027 038 097 #...# 076	1B 26 61 #...# 4C
Right (column no.)	E <sub>c</sub> &a#M	027 038 097 #...# 077	1B 26 61 #...# 4D
<b>Text Scale Mode</b>			
off	E <sub>c</sub> &k5W	027 038 107 053 087	1B 26 6B 35 57
on	E <sub>c</sub> &k6W	027 038 107 054 087	1B 26 6B 36 57
<b>Cursor Positioning</b>			
Horizontal motion index no. of 1/120th inch moves	E <sub>c</sub> &k#H	027 038 107 #...# 072	1B 26 6B #...# 48
Move to column no.	E <sub>c</sub> &a#C	027 038 097 #...# 067	1B 26 61 #...# 43
Horizontal no. (decipoints)	E <sub>c</sub> &a#H	027 038 097 #...# 072	1B 26 61 #...# 48
Horizontal no. (dots)	E <sub>c</sub> *p#X	027 042 112 #...# 088	1B 2A 70 #...# 58
Vertical motion index no. of 1/48 inch moves	E <sub>c</sub> & / #C	027 038 108 #...# 067	1B 26 6C #...# 43
Move to row no.	E <sub>c</sub> &a#R	027 038 097 #...# 082	1B 26 61 #...# 52
Vertical no. (decipoints)	E <sub>c</sub> &a#V	027 038 097 #...# 086	1B 26 61 #...# 56
Vertical no. (dots)	E <sub>c</sub> *p#Y	027 042 112 #...# 089	1B 2A 70 #...# 59

\*These printer commands are listed in the order in which they must be sent.

#Indicates the numeric value field

Printer Feature	Printer Command	Decimal Equivalent	Hex. Equivalent
<b>Font Selection</b>			
<b>Character Set*</b>			
PC-8	E <sub>c</sub> (10U	027 040 049 048 085	1B 28 31 30 55
HP Roman8	E <sub>c</sub> (8U	027 040 056 085	1B 28 38 55
PC-8 Danish/Norwegian	E <sub>c</sub> (11U	027 040 049 049 085	1B 28 31 31 55
PC-850	E <sub>c</sub> (12U	027 040 049 050 085	1B 28 31 32 55
ECMA-94 Latin 1	E <sub>c</sub> (0N	027 040 048 078	1B 28 30 4E
German (ISO 21)	E <sub>c</sub> (1G	027 040 049 071	1B 28 31 47
French (ISO 69)	E <sub>c</sub> (1F	027 040 049 070	1B 28 31 46
Italian (ISO 15)	E <sub>c</sub> (0I	027 040 048 073	1B 28 30 49
Spanish (ISO 17)	E <sub>c</sub> (2S	027 040 050 083	1B 28 32 53
Swedish Names (ISO 11)	E <sub>c</sub> (0S	027 040 048 083	1B 28 30 53
Swedish (ISO 10)	E <sub>c</sub> (3S	027 040 051 083	1B 28 33 53
Norwegian1 (ISO 60)	E <sub>c</sub> (0D	027 040 048 068	1B 28 30 44
Norwegian2 (ISO 61)	E <sub>c</sub> (1D	027 040 049 068	1B 28 31 44
Portugese (ISO 16)	E <sub>c</sub> (4S	027 040 052 083	1B 28 34 53
United Kingdom (ISO 4)	E <sub>c</sub> (1E	027 040 049 069	1B 28 31 45
ANSI ASCII (ISO 6)	E <sub>c</sub> (0U	027 040 048 085	1B 28 30 55
JIS ASCII	E <sub>c</sub> (0K	027 040 048 075	1B 28 30 4B
HP Legal	E <sub>c</sub> (1U	027 040 049 085	1B 28 31 55
ISO IRV	E <sub>c</sub> (2U	027 040 051 085	1B 28 32 55
Line Draw (optional)	E <sub>c</sub> (0L	027 040 048 076	1B 28 30 4C
Math7 (optional)	E <sub>c</sub> (0M	027 040 048 077	1B 28 30 4D
Math 8 (optional)	E <sub>c</sub> (8M	027 040 056 077	1B 28 38 4D
Math8a (optional)	E <sub>c</sub> (0Q	027 040 048 081	1B 28 30 51
Math8b (optional)	E <sub>c</sub> (1Q	027 040 049 081	1B 28 31 51
PIFont (optional)	E <sub>c</sub> (15U	027 040 049 053 085	1B 28 31 35 55
PIFonta (optional)	E <sub>c</sub> (2Q	027 040 050 081	1B 28 32 51
<b>Spacing*</b>			
Proportional	E <sub>c</sub> (s1P	027 040 115 049 080	1B 28 73 31 50
Fixed	E <sub>c</sub> (s0P	027 040 115 048 080	1B 28 73 30 50
<b>Print Pitch*</b>			
Number of characters per inch	E <sub>c</sub> (s#H	027 040 115 #....# 072	1B 28 73 #...# 48
<b>Point Size (Character Height)*</b>			
Number of 1/72nd inch	E <sub>c</sub> (s#V	027 040 115 #....# 086	1B 28 73 #...# 56
<b>Style*</b>			
Upright	E <sub>c</sub> (s0S	027 040 115 048 083	1B 28 73 30 53
Italic	E <sub>c</sub> (s1S	027 040 115 049 083	1B 28 73 31 53

\*These printer commands are listed in the order in which they must be sent.

#Indicates the numeric value field.



Printer Feature	Printer Command	Decimal Equivalent	Hex. Equivalent
<b>Stroke Weight*</b>			
Bold	E <sub>c</sub> (s3B	027 040 115 051 066	1B 28 73 33 42
Normal	E <sub>c</sub> (s0B	027 040 115 048 066	1B 28 73 30 42
Extra bold (optional)	E <sub>c</sub> (s7B	027 040 115 055 066	1B 28 73 37 42
<b>Typeface*</b>			
Courier	E <sub>c</sub> (s3T	027 040 115 051 084	1B 28 73 33 54
CG Times	E <sub>c</sub> (s4101T	027 040 115 052 049 048 049 084	1B 28 73 34 31 30 31 54
Letter Gothic	E <sub>c</sub> (s6T	027 040 115 054 084	1B 28 73 36 54
Univers	E <sub>c</sub> (s52T	027 040 115 053 050 084	1B 28 73 35 32 54
Pica (optional)	E <sub>c</sub> (s1T	027 040 115 049 084	1B 28 73 31 54
Line Printer (optional)	E <sub>c</sub> (s0T	027 040 115 048 084	1B 28 73 30 54
Pica (optional)	E <sub>c</sub> (s1T	027 040 115 049 084	1B 28 73 31 54
Prestige (optional)	E <sub>c</sub> (s8T	027 040 115 056 084	1B 28 73 38 54
Elite (optional)	E <sub>c</sub> (s2T	027 040 115 050 084	1B 28 73 32 54
Script (optional)	E <sub>c</sub> (s7T	027 040 115 055 084	1B 28 73 37 54
Helvetica (optional)	E <sub>c</sub> (s4T	027 040 115 052 084	1B 28 73 34 54
Presentations (optional)	E <sub>c</sub> (s11T	027 040 115 049 049 084	1B 28 73 31 31 54
Times Roman (optional)	E <sub>c</sub> (s5T	027 040 115 053 084	1B 28 73 35 54
CG Century Schoolbook (optional)	E <sub>c</sub> (s23T	027 040 115 050 051 084	1B 28 73 32 33 54
Brush (optional)	E <sub>c</sub> (s32T	027 040 115 051 050 084	1B 28 73 33 32 54
Dom Casual (optional)	E <sub>c</sub> (s61T	027 040 115 054 049 084	1B 28 73 36 31 54
Univers Condensed (optional)	E <sub>c</sub> (s85T	027 040 115 056 053 084	1B 28 73 38 35 54
Garamond (optional)	E <sub>c</sub> (s101T	027 040 115 049 048 049 084	1B 28 73 31 30 31 54
CG Triumvirate (optional)	E <sub>c</sub> (s4T	027 040 115 052 084	1B 28 73 34 54
<b>Print Quality</b>			
Letter	E <sub>c</sub> (s2Q	027 040 115 050 081	1B 28 73 32 51
Draft	E <sub>c</sub> (s1Q	027 040 115 049 081	1B 28 73 31 51
<b>Placement</b>			
Superscript	E <sub>c</sub> (s+1U	027 040 115 043 049 085	1B 28 73 2B 31 55
Normal	E <sub>c</sub> (s+0U	027 040 115 048 085	1B 28 73 30 55
Subscript	E <sub>c</sub> (s-1U	027 040 115 045 049 085	1B 28 73 2D 31 55

\*These printer commands are listed in the order in which they must be sent.

#Indicates the numeric value field.

Printer Feature	Printer Command	Decimal Equivalent	Hex. Equivalent
<b>Download Font Management</b>			
Font ID no.	E <sub>c</sub> *c#D	027 042 099 #...# 068	1B 2A 63 #...# 44
ASCII code no.	E <sub>c</sub> *c#E	027 042 099 #...# 069	1B 2A 63 #...# 45
Delete all	E <sub>c</sub> *c0F	027 042 099 048 070	1B 2A 63 30 46
Delete temporary	E <sub>c</sub> *c1F	027 042 099 049 070	1B 2A 63 31 46
Delete last	E <sub>c</sub> *c2F	027 042 099 050 070	1B 2A 63 32 46
Make temporary	E <sub>c</sub> *c4F	027 042 099 052 070	1B 2A 63 34 46
Make permanent	E <sub>c</sub> *c5F	027 042 099 053 070	1B 2A 63 35 46
Create font number of bytes	E <sub>c</sub> )s#W[data]	027 041 115 #...# 087 data	1B 29 73 #...# 57 data
Download chr. No. of bytes	E <sub>c</sub> (s#W[data]	027 040 115 #...# 087 data	1B 28 73 #...# 57 data
Select primary ID no.	E <sub>c</sub> (#X	027 040 #...# 088	1B 28 #...# 58
Select secondary ID no.	E <sub>c</sub> )#X	027 041 #...# 088	1B 29 #...# 58
<b>Primary Font Designators</b>			
Primary default	E <sub>c</sub> (#@	027 040 #...# 064	1B 28 #...# 40
Default character set	E <sub>c</sub> (0@	027 040 048 064	1B 28 30 40
Current primary character set	E <sub>c</sub> (2@	027 040 050 064	1B 28 32 40
Default font	E <sub>c</sub> (3@	027 040 051 064	1B 29 #...# 58
<b>Secondary Font Designators</b>			
Secondary default	E <sub>c</sub> )#@	027 041 #...# 064	1B 29 #...# 40
Default chr. set	E <sub>c</sub> )0@	027 041 048 064	1B 29 30 40
Default primary chr. set	E <sub>c</sub> )1@	027 041 049 064	1B 29 31 40
Current primary chr. set	E <sub>c</sub> )2@	027 041 050 064	1B 29 32 40
Default secondary font	E <sub>c</sub> )3@	027 041 051 064	1B 29 33 40
<b>Raster Graphics</b>			
<b>Start Raster Graphics</b>			
At left most position	E <sub>c</sub> *r0A	027 042 114 048 065	1B 2A 72 30 41
Current cursor position	E <sub>c</sub> *r1A	027 042 114 049 065	1B 2A 72 31 41
<b>End Raster Graphics</b>			
End Graphics	E <sub>c</sub> *rbC	027 042 114 098 067	1B 2A 72 62 43
<b>Resolution</b>			
75 dots per inch	E <sub>c</sub> *t75R	027 042 116 055 053 082	1B 2A 74 37 35 52
100 dots per inch	E <sub>c</sub> *t100R	027 042 116 049 048 048 082	1B 2A 74 31 30 30 52
150 dots per inch	E <sub>c</sub> *t150R	027 042 116 049 053 048 082	1B 2A 74 31 35 30 52
300 dots per inch	E <sub>c</sub> *t300R	027 042 116 051 048 048 082	1B 2A 74 33 30 30 52
<b>Set Raster Graphics Width</b>			
Number of pixels	E <sub>c</sub> *r#S	027 042 114 #...# 083	1B 2A 72 #...# 53

\*These printer commands are listed in the order in which they must be sent.

#Indicates the numeric value field

Printer Feature	Printer Command	Decimal Equivalent	Hex. Equivalent
<b>Set Raster Graphics Compression</b>			
Method 0	E <sub>c</sub> *b0M	027 042 098 048 077	1B 2A 62 30 4D
Method 1	E <sub>c</sub> *b1M	027 042 098 049 077	1B 2A 62 31 4D
Method 2	E <sub>c</sub> *b2M	027 042 098 050 077	1B 2A 62 32 4D
Method 3	E <sub>c</sub> *b3M	027 042 098 051 077	1B 2A 62 33 4D
Method 9	E <sub>c</sub> *b9M	027 042 098 057 077	1B 2A 62 39 4D
Seed Row Source	E <sub>c</sub> *b#S	027 042 098 #...# 083	1B 2A 62 #...# 53
<b>Transfer Raster Graphics</b>			
Number of bytes	E <sub>c</sub> *b#W[data]	027 042 098 #...# 087 data	1B 2A 62 #...# 57 data
Transfer graphics data by plane	E <sub>c</sub> *b#V[data]	027 042 098 #...# 086 data	1B 2A 62 #...# 56 data
<b>Relative Vertical Pixel Movement (formerly known as Y Offset)</b>			
Number of dots	E <sub>c</sub> *b#Y	027 042 098 #...# 089	1B 2A 62 #...# 59
<b>Set Graphics Quality</b>			
Quality draft	E <sub>c</sub> *r1Q	027 042 114 049 081	1B 2A 72 31 51
Similar to letter quality	E <sub>c</sub> *r2Q	027 042 114 050 081	1B 2A 72 32 51
<b>Set Number of Raster Planes Per Row</b>			
Foreground color	E <sub>c</sub> *v#S	027 042 118 (data) 083	1B 2A 76 (data) 53
3 planes, CYM palette	E <sub>c</sub> *r-3U	027 042 114 045 051 055	1B 2A 72 2D 33 37
Single plane palette	E <sub>c</sub> *r1U	027 042 114 049 055	1B 2A 72 31 37
3 planes, RGB palette	E <sub>c</sub> *r3U	027 042 114 051 055	1B 2A 72 32 37
4 planes, CYMK palette	E <sub>c</sub> *r-4U	027 042 114 045 052 051 055	1B 2A 72 2D 34 37
<b>Misc. Raster Graphics Commands</b>			
Raster graphics shingling	E <sub>c</sub> *o#Q	027 042 111 #...# 081	1B 2A 6F #...# 51
Raster graphics depletion	E <sub>c</sub> *o#D	027 042 111 #...# 068	1B 2A 6F #...# 44

\*These printer commands are listed in the order in which they must be sent.

#Indicates the numeric value field.

## HP PCL Control Codes

A control code is a character that starts a printer function. In this user's guide, control codes begin with CTRL. To send CTRL, press the CONTROL key on the computer keyboard while typing the character. This key is labeled on your keyboard as CTRL, CNTRL, or CTL. In BASIC, CTRL is CHR\$(n), where n = 0-32. For example, CTRL N is CHR\$(14) and E<sub>c</sub> is CHR\$(27). This table lists HP PCL control codes that the printer recognizes. The Keystroke column lists the letter to type with the CTRL key to send a control code. The "current print position" in the Description column is the position the next character prints.

Code Names	Symbol	Description	Dec. Value	Hex. Value	Keystroke
Backspace	B <sub>s</sub>	Moves the current print position one character position to the left.	08	08	CTRL H
Horizontal Tab	H <sub>T</sub>	Moves to the next predefined tab position. (Tabs are located every eighth character position, beginning at the left margin).	09	09	CTRL I
Line Feed	L <sub>F</sub>	Advances the media one line at the current line spacing	10	0A	CTRL J
Form Feed	F <sub>F</sub>	Advances the media to the next top-of-form. Top-of-form is the first line of printing on the next page.	12	0C	CTRL L
Carriage Return	C <sub>R</sub>	Moves the current print position to the left margin. Does not advance paper.	13	0D	CTRL M
Shift Out	S <sub>O</sub>	Selects the currently designated secondary font for use	14	0E	CTRL N
Shift In	S <sub>I</sub>	Selects the currently designated primary font for use.	15	0F	CTRL O
DeviceControl 1	D <sub>1</sub>	For RS-232-C protocols only used as an Xon character for the Xon/Xoff handshake. Also used triggers Status Request.	17	11	CTRL Q
Device Control 3	D <sub>3</sub>	For RS-232-C protocols only used as an Xoff character for the Xon/Xoff handshake	19	13	CTRL S
Escape	E <sub>c</sub>	Indicates to the printer that the characters immediately following are part of a printer command.	27	1B	CTRL [
Space	S <sub>p</sub>	Moves the current print position one character to the right.	32	20	

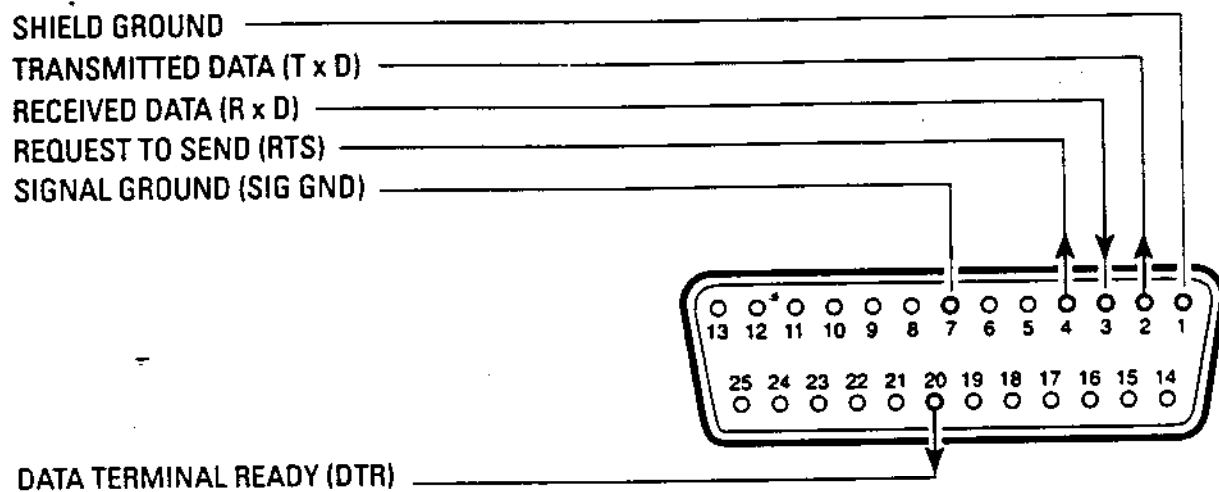
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# Data Communications

The HP DeskJet 550C printer has two data communications interface ports, RS-232-C serial and Centronics parallel.

## *RS-232-C Serial Interface*

The RS-232-C serial interface port uses a standard DB-25 female type serial connector.



2121621

### Signal Descriptions

**Pin 1, Shield Ground:** An electrical ground line for connecting the cable shield.

**Pin 2, Transmitted Data (TxD):** Transmits bit serial data to the computer from the printer.

**Pin 3, Received Data (RxD):** Transmits bit serial data to the printer from the computer.

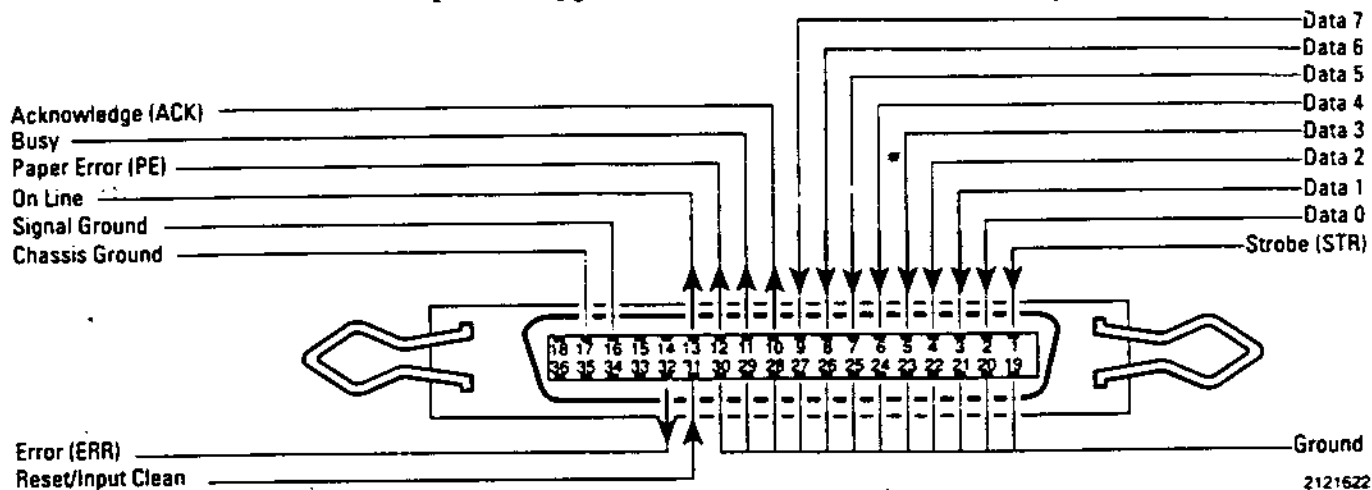
**Pin 4, Request to Send (RTS):** Signal from the printer that is always high when the printer is on.

**Pin 7, Signal Ground:** Established reference ground potential for all data communication.

**Pin 20, Data Terminal Ready (DTR):** Signal from the printer that turns on and off data transmission from the computer to the printer (handshaking). Transmission is on when the signal is high and disabled when it is low.

## Centronics Parallel Interface

The Centronics parallel interface port is a standard 36-pin Amphenol type with two metal-wire retaining clips.



### Signal Descriptions

Pin No.	Signal	Description
1	Strobe <sup>1</sup>	A low pulse causes the printer to read one byte of data.
2 - 9	Data 0 - Data 7	These pins are the data lines. Data 0 is the least significant bit (LSB).
10	Acknowledge <sup>1</sup>	The printer sends a low pulse to indicate that it has accepted a byte of data and is ready for more data.
11	Busy	The printer sends a high logic level to indicate to the host that it cannot receive data due to data entry, a full buffer, or error status.
12	Paper Error	The printer sends a high logic level to indicate to the computer that it is out of paper.
13	Ready	The printer sends a high logic level to indicate to the computer that it is in an online condition.
14	Gnd	Signal interface ground.
15	Chassis Gnd	Chassis ground.
16	+5 V	The printer outputs a +5 volt high logic level through a 2.2K ohm resistor.
17 - 30	Sig Gnd	These pins are tied to signal ground.
31	Reset/Input Clean	A low pulse sent by the computer resets the printer and clears the printer's input buffer. The printer does not work when this line is held low.
32	Error <sup>1</sup>	The printer sends a low logic level to the computer to indicate that it is in an error state.

<sup>1</sup>Indicates active low

## **Baud Rate, Bits & Parity**

For the computer and printer to communicate with each other, the configuration switches on the printer must be set to match the baud rate set for the computer. In addition, the computer and printer must send and receive the same number of data bits (pieces of information) per character. The number of data bits depends on whether you want to perform data error checking, also called Parity. Most computer systems use 8-bits and no parity checking because graphics data requires 8 data bits, or part of the image is missing (extended characters above decimal 127 won't print either). The printer always uses a Start Bit and Stop Bit to signal the beginning and end of each frame of character information. Each frame has a total of 10 bits.

## **Handshaking Protocol**

The printer uses two methods of sending serial data, XON/XOFF and DTR. Handshaking prevents the printer's memory "buffer" from overflowing and losing data. The method you use depends on the computer system you use.

**XON/XOFF Software Handshaking** uses only three wires of the cable, pins 2, 3, and 7. Software handshaking is performed by the printer when its buffer is nearly ready to overflow. When it has room for only 100 more characters, the printer sends the computer an XOFF (ASCII DC3) character to signal it to stop data transmission. The printer continues printing after sending the XOFF character, making more room in its buffer. When the buffer has room for 150 more characters, the printer sends the computer an XON (ASCII DC1) character to resume data transmission.

**DTR Hardware Handshaking** uses a dedicated wire (pin 20) signal to the computer to stop and start data transmission. The printer accepts data from the computer until it has room for only 100 more characters and, and turns off its hardware signal to the computer, to stop data transmission. When the printer's buffer has room for 150 more characters it turns on the hardware signal, allowing the computer to resume data transmission.

## *Establishing Communication*

To establish communication between the printer and computer, you need to type a MODE statement into your computer's AUTOEXEC.BAT file. If the MODE statement is already setup for your printer, you do not need to establish communication. However, if you change your connection to another interface port, you must change the MODE statement in your AUTOEXEC.BAT file. For example, you must establish communication to the parallel port if you have previously used the serial port for printing and now you plan to connect the HP DeskJet 550C printer to the parallel port.

The following are the MODE statements for parallel and serial interface options. If you are unfamiliar with this procedure, see your DOS manual for information on your AUTOEXEC.BAT file.

### **Centronics Parallel Interface Connection**

Type: **MODE LPT1:,, P** and press Enter

### **The RS-232-C Serial Interface Connection**

The statement below is for serial communication at 9600 baud, no parity, 8 data bits, 1 stop bit, and continuous retry on all timeouts:

Type: **MODE COM 1:9600,N,8,1, P** and press Enter,  
then type: **MODE LPT1:=COM1:**

For a serial connection you must also make sure that the configuration switch settings for the serial interface are set appropriately. The default configuration switch settings for the serial interface are set at 9600 baud, no parity, 8 data bits, 1 stop bit, and continuous retry on all timeouts. See chapter 1 in this user's guide for other configuration switch settings.

### **Verifying Communication**

To verify that the computer and printer are communicating: turn on the printer and make sure the Ready light is on, then type: **DIR>PRN** and press Enter.

A list of file names from your computer directory prints to indicate that your computer is communicating with the printer. If the paper does not eject after printing is complete, press the Load/Eject Paper button to eject the paper. If nothing happens, see chapter 7 in this user's guide.



# Interface and Cable Requirements

HP SYSTEM SERIES MODEL	PRINTER I/O	HOST INTERFACE	HP CABLE #
Vectra PC Family	Parallel	HP24540A/B Serial/Parallel Interface Card	C2912A or 24542D
	Serial	HP24540A/B Serial/Parallel Interface Card	24542G (using a 9-pin connector)
	HP24541A	24542G (using 9 pin connector) Dual Serial Interface Card	13242G, 40242G, or C2914A (using 25-pin connector)
Terminals			
700/41, 700/92, 700/94, 700/43, 700/96, 700/98	Serial	Built-in	40242G
(2392A, 2393A, 2394A, 2997A, 700/96, 700/98	Parallel	Opt 093 or HP40210P	40242D, 24542D, C2912A
	Serial	Opt 092 or HP40210R	40242G

NON-HP SYSTEM SERIES MODEL	PRINTER I/O	HOST INTERFACE	HP CABLE #	NON-HP CABLE#
IBM PC, PC/XT	Parallel	IBM Serial/Parallel Adaptor	C2912A or 24542D	IBM Parallel Printer Cable
	Serial	IBM Asyn. Com. Adaptor	C2913A or 13242H	Not available
IBM PC/AT	Parallel	IBM Serial/Parallel Adaptor	C2912A or 24542D	IBM Parallel Printer Cable
	Serial	IBM Serial/Parallel Adaptor	24542G	
IBM PS/2	Parallel	Built-in	C2912A or 24542D	
	Serial	Built-in	C2913A or 13242H	
IBM Convertible PC	Parallel	IBM Serial/Parallel Adaptor	C2912A, 24542D	
	Serial	IBM Serial/Parallel Adaptor	C2913A or 13242H	



## Ordering Information

This chapter contains information on ordering supplies and accessories for your printer.

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## *The Standard Unit*

The standard unit includes: One HP DeskJet 550C printer, one black print cartridge, one color print cartridge, one power module, one user's guide kit containing one user's guide, one color guide, and one setup guide, two disk envelopes containing printer software and one printer software guide for the HP DeskJet Series Printer Driver for Microsoft® Windows.™

The interface cable is not included, you must purchase it separately.

## *Ordering Supplies and Accessories*

To order printer supplies or accessories: Call your nearest HP dealer.

If your dealer is out of stock, call HP DIRECT for fast shipping service: Within the U.S.: 1-800-538-8787;

Canada (Toronto): 416-671-8383; (Ontario/Quebec): 1-800-387-3417; (Other Provinces): 1-800-387-3154.

Write or call:

Europe/Africa/Middle East: (31) 20/547 999, Hewlett-Packard S.A., Central Mailing Department, PO. Box 529, 1180 Amstelveen, The Netherlands;

Australia/ New Zealand: (03) 895-2895, China Resources Bldg., 26 Harbour Road, Wanchai, Hong Kong;

Latin America: (525)326-40-00, Latin American Region Headquarters, Monte Pelyoux 111 Colonia Lomas de Chapultepec,Codigo Postal 11000, Mexico, D.F.;

Japan: (03) 331-6111, Yokogawa-Hewlett-Packard Ltd. 29-21, Takaido-Higashi 3-chome, Suginami-ku, Tokyo 168;

Elsewhere in the World: Hewlett-Packard Company, Intercontinental Headquarters, 3495 Deer Creek Road, Palo Alto, CA 94304, U.S.A.

## *Supplies and Accessories List*

<b>Supply/Accessory</b>	<b>HP Reorder Number</b>
<b>Print Cartridges</b>	
Original Inkjet Print Cartridge (black)	51608A
Color Inkjet Print Cartridge (color)	51625A
High Capacity Inkjet Print Cartridge (black)	51626A
<b>Media</b>	
CX JetSeries CutSheet Paper (U.S. letter)*	51630Y
CX JetSeries CutSheet Paper (European A4)*	51630Z
LX JetSeries Transparency Film (U.S. letter)	51636F
LX JetSeries Transparency Film (European A4)	51636G
LX JetSeries Glossy Paper (U.S. letter)	51636H
LX JetSeries Glossy Paper (European A4)	51636J
<b>Font Cartridges/Soft Fonts/Accessories</b>	
Prestige Elite	22706B
Letter Gothic	22706C
Letter Gothic Landscape Fonts	22707L
Presentations**	22706M
Times Roman Collection	22706R
Helvetica Collection	22706T
Times Roman Headlines (15 and 30 pt)	22706U
Helvetica Headlines (15 and 30 pt)	22706V
WordPerfect Fonts	22706W
Garamond Collection	C2109C
Global Text	C2109B
Dom Casual	C2109D
Brush	C2109E
<b>Soft Fonts</b>	
Times Roman/Helvetica***	22708C
<b>Accessories</b>	
256K RAM Cartridge	22707B

\* Use CX JetSeries CutSheet Special Paper for color printing only

\*\* This font cartridge contains ASCII characters only and may not be suitable for use in some countries.

\*\*\* Requires at least one 256K RAM Cartridge

<b>Supply/Accessory</b>	<b>HP Reorder Number</b>
<b>Power Module</b>	
U.S.A., Canada, 120V/50/60H	17122B
Europe (except U.K. and Denmark) 220V/50H	17222B
Japan, 100V/50H	17322B
U.K., 240V/50H	17422B
Switzerland, 220V/50H	17522B
South Africa, 220V/50H	17622B
Australia, 240V/50H	17722B
Denmark, 220V/50H	17822B
China, 220V/50H	17922B
<b>Misc. Accessories</b>	
Printer dust cover	92250R
Printer organizer	92177Z
<b>HP DeskJet 550C Printer User's Guide Kits</b>	
English User's Guide Kit	C2121-60002
International English User's Kit	C2121-60010
German User's Guide Kit	C2121-60015
French User's Guide Kit	C2121-60014
Italian User's Guide Kit	C2121-60016
Spanish User's Guide Kit	C2121-60019
Swedish User's Guide Kit	C2121-60020
Dutch User's Guide Kit	C2121-60012
Danish User's Guide Kit	C2121-60011
Norwegian User's Guide Kit	C2121-60017
Finnish User's Guide Kit	C2121-60013
Portuguese User's Guide Kit	C2121-60018

# Glossary

## ASCII

(American Standard Code for Information Interchange.) An 8-bit code that uses 7 bits to represent character information such as letters, punctuation, symbols, and control characters. The eighth bit can be used for parity.

See **parity**.

## baud rate

The rate at which information is transferred between the computer and the printer. The computer and the printer must be configured at the same baud rate for information to transfer correctly. Set baud rate only if you use a serial interface.

## bit

Binary digit; a bit represents an "on" or "off" electrical condition. It is the smallest unit of digital information used by a computer or peripheral device.

## bitmapped font

A printer font or screen font that is made of dot-by-dot patterns.

## buffer

A segment of the computer's or printer's memory where information for input or output is held until it can be processed.

## built-in font

See **internal fonts**.

## byte

A unit of information consisting of eight bits. See **bit**.

## busy

The printer is busy when it is receiving information from the computer.

## cable

The insulated wires that carry information back and forth among devices.

## cartridge font

See **font cartridge**.

## Centronics parallel interface

The Centronics parallel interface is a standard for connecting printers and other peripheral devices to a computer. Unlike a serial interface, a parallel interface transmits a full byte of data at one time.

## character

Characters are printable letters and symbols.

## character height

Character height refers to the height of a printed uppercase character. The character height is defined in points. One point is  $\frac{1}{72}$ nd of an inch.

## characters per inch

See **cpi**.

## characters per second

See **cps**.

## character set

A character set is a unique sub-grouping of all the available characters in a font. Each character set is defined for a specific purpose. Character sets are also called symbol sets.

## clean print cartridge

To restore print quality of the color print cartridge.

## cluster

A color blending method used by the HP DeskJet Series Printer Driver for Microsoft Windows where clustered dots of ink are dithered (blended) to produce more complex graphics and documents for photocopying.

## **color**

The combination of color phosphors on a computer monitor or inks on paper that you perceive as color.

## **color blending**

The method by which dots on the three colors from a color print cartridge are combined on the page to produce millions of colors. The number of colors that print depend on your software application. Also known as dithering. Pattern and scatter are two color blending methods used by the HP DeskJet Series Printer Driver for Microsoft Windows. See **pattern** and **scatter**.

## **composite black**

The black that is printed with a color print cartridge. Composite black is composed of a mixture of cyan, yellow, and magenta ink.

## **configuration**

The process of changing printer settings to allow the printer to communicate properly with a computer. Hardware configuration is changed with configuration switch settings. Software configuration is changed by entering new data or setup strings.

## **configuration switches**

The HP DeskJet 550C printer contains two banks of configuration switches located on the printer's front base, below the IN tray drawer. Use configuration switches to define default printer settings, such as page length or data communications.

## **control code**

An instruction that tells the printer to perform a specific function.

## **control panel**

See **printer control panel**.

## **cpi**

Characters per inch, also called pitch. CPI describes the number of characters that print within one horizontal inch. For example, 10 pitch printing yields 10 characters per inch.

## **cps**

Characters Per Second (cps) refers to printing speed. It is used in describing the number of characters that will print within one horizontal inch per second.

## **data communications**

The transfer of information between the computer and peripheral device, such as a printer.

## **density**

See **print density**.

## **dithering**

See **color blending**.

## **dots per inch**

See **dpi**.

## **downloading**

Downloading is the process of transferring fonts stored on floppy disks from the computer to the printer's memory. Downloaded fonts are called soft fonts. Soft fonts remain in the printer until you turn off the printer.

## **dpi**

Dots per inch. DPI describes the number of ink dots printed within one horizontal inch. Also known as print resolution.

## **draft quality**

Draft quality printing saves ink and allows you to print a "draft" document faster. Print speed for draft quality mode is 167 cps at 10 cpi.

## **drivers**

See **printer driver**.

## **embedded printer commands**

Printer commands you type into a software file to instruct the printer to change printing options.

### escape character

The escape character,  $E_C$ , is a special character used to identify a printer command to the computer. This character is usually not a printable character. Use it as a command for the printer.

### escape sequence

See printer command.

### factory default

The settings that are selected on the printer at the factory. These settings are in use unless you change them.

### fixed-pitch spacing

A font that uses equal spacing between each character. Each character, narrow or wide, takes up the same amount of space on a line. A fixed pitch font is also known as a monospaced font.

### font

A collection of characters with a consistent size and style.

### font cartridge

Additional fonts stored on a cartridge. The cartridges install in the font cartridge slot on the printer. The printer has two font cartridge slots.

### font characteristics

The characteristics that determine what a printed font looks like. These characteristics include orientation, character height, style, stroke weight, and typeface.

### font scaling

The printer driver uses this method of adjusting the font size to produce high-quality printed text. Scalable fonts are provided on the HP DeskJet Series Printer Driver for Microsoft Windows.

### grayscale

Representing color in black and white. Different colors and saturation levels of color appear as different shades of gray.

### handshaking

The method of communication between the computer and a peripheral device. The handshake between devices ensures correct and complete information transfer.

### hardware

The electronic components of the computer and printer.

### hexadecimal

Numbers represented to the base 16 (digits 0-9 and A,B,C,D,E,F). Referred to as "hex."

### hue

Color or the gradation of color. Colors are named by hue: red, blue, green, etc.

### ink mixing

When black ink printed next to or touching color runs into color ink.

### intensity

The amount of color. More intense or more saturated colors are more pure. Less intense or less saturated colors are less pure.

### interface cable

The information transmission cable that connects a printer or other device to a computer.

### interface connector

The connectors at the ends of the interface cable. These connectors are inserted into the interface ports on the computer and printer.

### internal fonts

The fonts that reside in the printer. The printer's internal fonts are also called resident or built-in fonts.

### Kerning

The adjustment of spacing between proportionally spaced characters in order to them visually consistent, balanced, and attractive.



### landscape orientation

Landscape orientation refers to printing across the length of the page (as opposed to portrait orientation, printing across the width of the page). The term landscape is derived from pictures of landscape, which are usually horizontal in format.

### letter quality

Letter quality printing provides you the best print quality for DOS applications. Print speed for letter quality mode is 240 cps at 10 cpi.

### lines per inch

See **lpi**.

### lpi

Lines Per Inch describes the number of lines print within one vertical inch. Most printing is 6 or 8 lpi.

### media jam

When media gets stuck somewhere along the paper path.

### offline

When the printer is offline, it does not accept information from the computer. The Ready light turns off when the printer is offline.

### online

When the printer is online, it accepts information from the computer. When the Ready light is on, the printer is online.

### outline fonts

Outline fonts are often referred to as scalable printer fonts.

See **scalable fonts**.

### page orientation

The direction of print on the page. Printing across the width of a page is known as portrait orientation. Printing across the length of a page is known as landscape orientation.

See also **portrait orientation** and **landscape orientation**.

### paper jam

See **media jam**.

### parity

An error-checking method for information transfer between a computer and a peripheral device for a serial interface connection. Parity checks the accuracy of a binary data byte (character) transmitted between devices.

### pattern

A color blending method used by the HP DeskJet Series Printer Driver for Microsoft Windows where dots of ink are blended (dithered) in geometric patterns, then printed on the page to produce millions of colors.

### PCL commands

The HP PCL Level 3 printer language. The PCL printer language is a standard developed by Hewlett-Packard to ensure compatibility between current and future PCL printers. PCL commands provide access to printer features.

### perforation skip area

The area outside the text area but within the physical page. The HP DeskJet 550C printer does not print characters in this area. Printing beyond the text area prints on the next page. See **"Using Perforation Skip Mode"** in chapter 4 of this user's guide.

### phosphor

A substance that emits light when excited by radiation. Phosphors on a computer monitor emit either red, green, or blue light.

### pitch

The number of characters printed in one horizontal inch. Also known as cpi.

### point size

One point is  $\frac{1}{72}$ nd of an inch. Character height is given in points. For example, 12 point type is  $\frac{1}{6}$  of an inch tall.

### **portrait orientation**

Printing across the width of the page (as opposed to landscape orientation, printing across the length of a page). The term is derived from portraits of people, which are usually vertical in format.

See **page orientation** and **landscape orientation**

### **port**

See **printer interface port**.

### **power socket**

The socket on the bottom of the printer into which you attach the power module.

### **primary font**

In HP PCL printer language, you can define two fonts internally at the same time. Access to the primary font is via the control code  $s_1$  (Shift In) and access to a secondary font is via the control code  $s_0$  (Shift Out).

### **print cartridge**

A removable cartridge that contains the ink used for printing.

### **print cartridge alignment**

The process of vertically and horizontally aligning the color print cartridge with the black print cartridge.

### **print density**

The relative darkness of print on the page. Very dense print appears to be totally black. Less dense print looks lighter, and solid filled areas may not be totally black.

### **print quality**

The quality of print, such as draft or letter quality.

See **draft quality** and **letter quality**.

### **print resolution**

A measure of image sharpness expressed as dots per inch (dpi). See **dots per inch**.

### **printer commands**

Printer commands sent to change printing variables such as page orientation, margins, and font selection. Printer commands are also called escape sequences.

### **printer control panel**

The area on the right front corner of the printer that allows you to manually change some printer settings.

### **printer driver**

A file that provides information the computer needs to communicate with a printer. Each software application requires specific printer drivers.

### **printer interface port**

The area on the bottom of the printer where you connect an interface cable. The printer has a serial interface port and a parallel interface port.

### **proportional spacing**

A font that uses spacing according to the width of each character. This variable spacing between characters closes up awkward space and makes text easier to read.

### **quality**

See **print quality**.

### **ready**

When the printer is ready, it is online and accepts data from the computer. The printer is ready when the Ready light is on. The printer is offline and paused when the Ready light is off.

### **resident fonts**

See **internal fonts**.

### **resolution**

The number of dots available to represent graphic detail in a given area. On a computer monitor, resolution is measured in pixels per inch. In print, resolution is measured as dots per inch (dpi).

See also **print resolution**.

## **RS-232-C serial interface**

An interface for connecting a computer and printer or other peripheral devices. A serial interface transmits data one bit at a time.

## **saturation**

The intensity or amount of a color. Saturated colors appear more bright or dense on a page.

## **sans serif**

A typeface that does not have crosslines or finishing strokes at the top and bottom of its characters. Helvetica is a sans serif font.

## **scalable fonts**

The actual outlines of the characters and symbols of a font stored in mathematical form. The HP DeskJet 550C printer offers three scalable typefaces with the printer driver for Microsoft Windows that is provided with the printer. These outlines are not point size specific. When you send the outlines to the printer, the printer driver can scale the outlines (reduced or enlarged) from 4 to 127 point. Scalable fonts are often referred to as outline printer fonts.

## **scatter**

- A color blending method used by the HP DeskJet Series Printer Driver for Microsoft Windows where dots of ink are blended (dithered) in random manner, then printed on a page to produce millions of colors. The number of colors depends on your software application.

## **screen fonts**

Bitmapped images of printer fonts which can be created from the scalable fonts to install with the printer driver for Microsoft Windows that came with the printer. Screen fonts give a close approximation on the screen of the printed text. Screen fonts do use system memory and hard disk space.

## **secondary font**

See **primary font**.

## **serif**

A typeface with crosslines or finishing strokes at the top and bottom of a character. Courier is an example of a serif font.

## **soft font**

Fonts stored on floppy disks. These fonts are transferred to the printer's memory and used the same way as cartridge or resident fonts.

## **software application**

Any word processing, graphics, programming or special application package that you use on your computer system.

## **spacing**

The relative width spacing between characters. Fixed-pitch fonts have the same horizontal width between characters. Proportional spaced fonts have horizontal width spacing that varies depending on the needs of each character.

## **stroke weight**

Bold, medium, or light print density, or darkness.

## **style**

In terms of font styles, this refers either upright or italic printing.

## **top of form**

The line of the page where printing can begin; the first line after the top margin.

## **tof**

See **top of form**.

## **troubleshooting**

The process of pin-pointing the cause of a printer problem. This method steps through a list of symptoms and suggested remedies until the solution is found.

## **typeface**

Typeface refers to the printed design of characters. For instance, Courier, Helvetica, and Letter Gothic typefaces all print characters of a different design.

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# **Warranty Information**

## ***90-Day Limited Software Warranty***

HP warrants the media upon which this product is recorded to be free from defects in materials and workmanship under normal use for a period of NINETY (90) DAYS from the date of purchase. In the event any media proves to be defective during the warranty period, the Customer's remedy shall be to return the media to HP for replacement.

## ***90-Day Limited Print Cartridge Warranty***

HP warrants the HP print cartridges to be free from defects in materials and workmanship under normal use for a period of NINETY (90) DAYS from the date of purchase. In the event an HP print cartridge proves to be defective during the warranty period, the Customer's remedy shall be to return the print cartridge to HP for replacement. In no event shall HP be liable for any direct, indirect, special, incidental, or consequential damages.

## ***Three-Year Limited Hardware Warranty***

Except when used as part of an HP system, Hewlett-Packard warrants your printing peripheral hardware product against defects in materials and workmanship for a period of THREE (3) YEARS from receipt by the end user (proof of purchase required). If HP receives notice of such defects during the warranty period and the product proves to be defective, HP will either, at its option, repair, replace with a refurbished product, or replace with a newer model of equal or better functionality.

Should HP be unable to repair or replace the product within a reasonable amount of time, customer's alternative exclusive remedy shall be a refund of the purchase price upon return of the product.

If this product was purchased as part of an HP system in a coordinated shipment or as a system add on, it is warranted against defects in material and workmanship during the same period, under the same terms as the HP system.

## ***Exclusions***

The above warranty shall not apply to defects resulting from: improper or inadequate maintenance by the customer; customer-supplied software or interfacing; unauthorized modification or misuse; unauthorized modification or refilling of the print cartridge, operation outside of the environmental specifications for the product; or improper site preparation and maintenance.



## *Warranty limitations*

HP MAKES NO OTHER WARRANTY, EITHER EXPRESSED OR IMPLIED, WITH RESPECT TO THIS PRODUCT. HP SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HP specifically disclaims the implied warranties of merchantability and fitness for a particular purpose. Some states or provinces do not allow limitations on the duration of any implied warranty, so the above limitation or exclusion may not apply to you. However, any implied warranty of merchantability or fitness is limited to the 3-year duration of this written warranty.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state, or province to province.

## *Exclusive remedies*

The remedies provided herein are the customer's sole and exclusive remedies. In no event shall HP be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## *Obtaining service during or after a warranty*

**During the Warranty Period:** If your hardware should fail during the warranty period, follow the Troubleshooting procedures in this user's guide. If you are still unable to determine the cause of the failure, contact HP CPO Customer Support Center. HP CPO Customer Support Center can direct you to the appropriate HP Service Center or HP Authorized Dealer. If you so choose, HP may repair on-site, in which case you are responsible for travel charges accrued.

Customer shall prepay shipping charges for products returned to HP for warranty service and HP shall pay for return of the products to customer. However, customer shall pay all shipping charges, duties, and taxes for products returned to HP from another country.

**After the Warranty Period:** If your hardware should fail after the warranty period, follow the Troubleshooting procedures in the user's guide. If you are still unable to determine the cause of the failure, contact HP CPO Customer Support Center. HP CPO Customer Support Center can direct you to your nearest HP Service Center or HP Authorized Dealer for details of the services available.

## *Determining if your printer needs service*

Your printer is designed to give you years of reliable service. If you are having a problem with your printer, however, refer to "Troubleshooting and Maintenance," in this user's guide, for help in determining whether your printer needs service.

### ***Returning your printer for service***

If your printer requires service, HP CPO Customer Support Center can direct you to the appropriate HP Service Center or HP Authorized Dealer. You can also contact the HP Sales and Support Office where you purchased the printer for complete service information. If you need to ship your printer, be sure it is packed in a protective carton. We recommend that you save the original shipping container for this purpose. If needed, packaging materials and carton may be obtained from Hewlett-Packard. In-transit damage is not covered by the warranty. We suggest that you always insure shipments.

*If you are uncertain about which unit to return, call HP CPO Customer Support Center for assistance.*

You can help assure effective servicing of your printer by following these guidelines:

1. Follow the instructions in this user's guide to make certain the malfunction is in your printer and not the result of an interface error or a malfunction in your computer or software. If possible, identify the defective area or function.
2. If you determine that repair is required, please include the following items when you return your printer for service:
  - a. A description of the exact configuration at the time of the malfunction, including the interface cable, computer and peripherals, and software (program) in use.
  - b. A brief description of symptoms for service personnel.
  - c. Hardcopy produced on the printer that might help illustrate the problem area.
  - d. The serial number and product number of the printer.
  - e. If purchased through an HP dealer, a copy of the sales slip or other proof of purchase to establish the warranty coverage period.
3. Include your name, address, and a phone number where you may be reached during the day.
4. Do not include any operating accessories with the printer unless the problem relates to an accessory. Do include the print cartridge and power supply.

# HP DeskJet 550C

## CUSTOMER REGISTRATION CARD

Printer Serial Number (Back or bottom of printer)

Date Purchased or Received \_\_\_\_\_  
Month Day Year  
Your Name \_\_\_\_\_  
Your Title \_\_\_\_\_  
Company Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Country \_\_\_\_\_  
Telephone Number ( ) \_\_\_\_\_

### CUSTOMER REPLY CARD

Hewlett-Packard wants to know what you think!

The information you provide will help us to understand your printer needs.

To enter the calculator drawing, simply return this postage paid reply card. We are giving away ten (10) calculators each month. The winners may choose between an HP programmable financial calculator or an HP programmable scientific calculator.

**1. If I win a calculator, I would prefer:**

1. ☐ HP Financial calculator                      2. ☐ HP Scientific calculator

**2. Where did you purchase your HP DESKJET 550C printer?**

1. ☐ Direct from Hewlett-Packard                      5. ☐ Don't know  
2. ☐ Retail computer store                      6. ☐ Received as gift  
3. ☐ Through my purchasing department                      7. ☐ Other, please describe  
4. ☐ Over the telephone/mail

**3. What is the name of the store where you purchased your HP DESKJET 550C printer?**

Store Name \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_

**4. Before you purchased your HP DESKJET 550C printer, did you see a demonstration?**

1. ☐ From a dealer                      3. ☐ At work                      5. ☐ Other (please specify)  
2. ☐ From a friend                      4. ☐ No demonstration

**5. Who had primary responsibility for the decision to buy your HP DESKJET 550C printer? (please check only one)**

1. ☐ Me                      5. ☐ Manager of a department other than  
2. ☐ Work group consensus                      MIS/DPD or purchasing  
3. ☐ Central purchasing department                      6. ☐ Other  
4. ☐ Management Information Systems/  
Data Processing department

**6. Where did you first learn of the HP DESKJET 550C printer?**

1. ☐ Newspaper article                      8. ☐ Mail  
2. ☐ Newspaper advertisement                      9. ☐ Friend or colleague  
3. ☐ Magazine article                      10. ☐ Dealer  
4. ☐ Magazine advertisement                      11. ☐ HP Sales Representative  
5. ☐ TV advertisement                      12. ☐ HP Catalog  
6. ☐ Radio advertisement                      13. ☐ Other (please specify)  
7. ☐ Conference or trade show

7. Please rank the first, second, and third product characteristic which most influenced your decision to purchase an HP DESKJET 550C printer. (Give a "1" to the most important characteristic, a "2" to the second most important, etc.)

- |  |   |
|--|---|
| 1. <input type="checkbox"/> Hardware compatibility | 8. <input type="checkbox"/> Ease of use                           |
| 2. <input type="checkbox"/> Software compatibility | 9. <input type="checkbox"/> Variety of built-in fonts             |
| 3. <input type="checkbox"/> Graphics print quality | 10. <input type="checkbox"/> Ability to print on variety of media |
| 4. <input type="checkbox"/> Text print quality     | 11. <input type="checkbox"/> Cost of operation                    |
| 5. <input type="checkbox"/> Text speed             | 12. <input type="checkbox"/> 3 year warranty                      |
| 6. <input type="checkbox"/> Price                  | 13. <input type="checkbox"/> Other (please specify)               |
| 7. <input type="checkbox"/> Color capability       |   |

8. From item #7 what specifically influenced your decision?

9. What model or computer is connected to your HP DESKJET 550C printer?

- |  |   |
|--|---|
| 1. <input type="checkbox"/> 80286-based computer   | 4. <input type="checkbox"/> 80486-based computer      |
| 2. <input type="checkbox"/> 80386-based computer   | 5. <input type="checkbox"/> Other PC (please specify) |
| 3. <input type="checkbox"/> 80386SX-based computer |   |

10. How much memory is installed in your computer?

- |   |  |   |  |
|---|--|---|--|
| 1. <input type="checkbox"/> 1 megabyte    | 3. <input type="checkbox"/> 6-8 megabytes  | 5. <input type="checkbox"/> >20 megabytes | 7. <input type="checkbox"/> Other (please specify) |
| 2. <input type="checkbox"/> 2-4 megabytes | 4. <input type="checkbox"/> 9-20 megabytes | 6. <input type="checkbox"/> Don't know    |  |

11. What operating environment are you using with your computer?

- |   |  |  |
|---|--|--|
| 1. <input type="checkbox"/> DOS (ONLY)              | 3. <input type="checkbox"/> WINDOWS (ONLY) | 5. <input type="checkbox"/> UNIX                   |
| 2. <input type="checkbox"/> WINDOWS/DOS Combination | 4. <input type="checkbox"/> OS/2           | 6. <input type="checkbox"/> Other (please specify) |

12. Have you previously owned an HP DeskJet Family printer?

- |   |   |
|---|---|
| 1. <input type="checkbox"/> HP DeskJet 500C printer | 3. <input type="checkbox"/> HP DeskJet/DeskJet PLUS printer |
| 2. <input type="checkbox"/> HP DeskJet 500 printer  | 4. <input type="checkbox"/> None                            |

13. Is your HP DESKJET 550C printer networked with other printers?

- |                                 |                                |
|---------------------------------|--------------------------------|
| 1. <input type="checkbox"/> Yes | 2. <input type="checkbox"/> No |
|---------------------------------|--------------------------------|

14. Do you have access to a color copier?

- |                                 |                                |
|---------------------------------|--------------------------------|
| 1. <input type="checkbox"/> Yes | 2. <input type="checkbox"/> No |
|---------------------------------|--------------------------------|

15. Before you purchased your HP DESKJET 550C printer, which type of printer did you use MOST OFTEN? (check only one)

- |  |   |
|--|---|
| 1. <input type="checkbox"/> 9-wire dot matrix        | 6. <input type="checkbox"/> This is my first printer/None |
| 2. <input type="checkbox"/> 18/24/27 wire dot matrix | 7. <input type="checkbox"/> Other (please specify)        |
| 3. <input type="checkbox"/> Laser                    |   |
| 4. <input type="checkbox"/> Inkjet                   |   |

16. Before you purchased your HP DESKJET 550C printer, what other model of printer were you considering?

- |                                   |   |   |
|-----------------------------------|---|---|
| 1. <input type="checkbox"/> Apple | 5. <input type="checkbox"/> Hewlett-Packard | 9. <input type="checkbox"/> Okidata                 |
| 2. <input type="checkbox"/> Canon | 6. <input type="checkbox"/> IBM             | 10. <input type="checkbox"/> Panasonic              |
| 3. <input type="checkbox"/> Epson | 7. <input type="checkbox"/> Kodak           | 11. <input type="checkbox"/> Toshiba                |
| 4. <input type="checkbox"/> GCC   | 8. <input type="checkbox"/> NEC             | 12. <input type="checkbox"/> Other (please specify) |

17. Before you purchased your HP DESKJET 550C printer, what other type of printer were you considering?

- |  |  |  |
|--|--|--|
| 1. <input type="checkbox"/> 18/24/27 wire dot matrix | 3. <input type="checkbox"/> Laser-4 pages per minute | 5. <input type="checkbox"/> Other inkjet |
| 2. <input type="checkbox"/> 9 wire dot matrix        | 4. <input type="checkbox"/> Laser-6 pages per minute | 6. <input type="checkbox"/> Don't know   |

18. What printer would you have purchased if you had not chosen the HP DESKJET 550C printer?

Brand

Model

decision to pur-  
the second most

**19. What percentage of your printed documents will be black only? Color? Black with color?**

	10%	25%	50%	75%	90%	100%
Black only:	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>	6. <input type="checkbox"/>
Color:	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>	6. <input type="checkbox"/>
Black with color:	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>	4. <input type="checkbox"/>	5. <input type="checkbox"/>	6. <input type="checkbox"/>

media

**20. What types of paper and transparencies do you use with your HP DESKJET 550C printer?**

- |   |  |  |
|---|--|--|
| 1. <input type="checkbox"/> Photocopier paper | 4. <input type="checkbox"/> HP glossy paper  | 7. <input type="checkbox"/> Transparency film      |
| 2. <input type="checkbox"/> Bond paper        | 5. <input type="checkbox"/> HP special paper | 8. <input type="checkbox"/> Other (please specify) |
| 3. <input type="checkbox"/> Recycled paper    | 6. <input type="checkbox"/> Envelopes        |  |

**21. In the list below, find the application for which you will most often use your HP DESKJET 550C printer and give it a "1". Then write "2" and "3" by the second and third most-used applications for your HP DESKJET 550C printer.**

ase specify)

1. ☐ Memos, letters for internal use within the company or at home
2. ☐ Letters, correspondence to be sent outside the company/home
3. ☐ Fast (draft) printing
4. ☐ Desktop publishing
5. ☐ Merged text and graphics
6. ☐ Presentation and business graphics
7. ☐ Spreadsheets
8. ☐ Transparencies
9. ☐ Scanned images
10. ☐ Other (please specify)

specify)

**22. Please identify the software packages you will most frequently use with your HP DESKJET 550C printer.**

ter

- |  |   |   |
|--|---|---|
| 1. <input type="checkbox"/> WordPerfect (DOS)            | 10. <input type="checkbox"/> DrawPerfect                    | 19. <input type="checkbox"/> First Publisher        |
| 2. <input type="checkbox"/> WordPerfect for Windows      | 11. <input type="checkbox"/> Word for Windows               | 20. <input type="checkbox"/> Ventura Publisher      |
| 3. <input type="checkbox"/> Quattro Pro (DOS)            | 12. <input type="checkbox"/> MS Word                        | 21. <input type="checkbox"/> CAD Software           |
| 4. <input type="checkbox"/> Quattro Pro for Windows      | 13. <input type="checkbox"/> WordStar                       | 22. <input type="checkbox"/> 1st Choice             |
| 5. <input type="checkbox"/> Lotus 1-2-3 (DOS)            | 14. <input type="checkbox"/> WordStar for Windows           | 23. <input type="checkbox"/> Aldus Pagemaker        |
| 6. <input type="checkbox"/> Lotus for Windows            | 15. <input type="checkbox"/> MS Works                       | 24. <input type="checkbox"/> Professional Write     |
| 7. <input type="checkbox"/> Harvard Graphics (DOS)       | 16. <input type="checkbox"/> MS Works for Windows           | 25. <input type="checkbox"/> Lotus Works            |
| 8. <input type="checkbox"/> Harvard Graphics for Windows | 17. <input type="checkbox"/> Freelance Graphics             | 26. <input type="checkbox"/> Other (please specify) |
| 9. <input type="checkbox"/> Excel                        | 18. <input type="checkbox"/> Freelance Graphics for Windows |   |

**23. Do you use the Microsoft® Windows™ printer driver that came with your HP DESKJET 550C printer? (This is the printer driver that's on a disk in your printer box and includes scalable CG Times, Univers and Courier fonts.)**

ST OFTEN?

1. ☐ Yes                      2. ☐ No                      3. ☐ Don't know

**24. Where are you using your HP DESKJET 550C printer?**

1. ☐ At home for personal use      3. ☐ At home for work taken from office      5. ☐ Other (describe)  
2. ☐ At home for personal business      4. ☐ At the office (not home)

considering?

**25. What type of printer do you use in addition to your HP DESKJET 550C? (Please check all that apply)**

e specify)

- |  |   |
|--|---|
| 1. <input type="checkbox"/> None, the HP DeskJet 550C is my only printer | 5. <input type="checkbox"/> Laser/6-10 pages per minute |
| 2. <input type="checkbox"/> Dot Matrix                                   | 6. <input type="checkbox"/> Laser/>10 pages per minute  |
| 3. <input type="checkbox"/> Other inkjet                                 | 7. <input type="checkbox"/> Other (please specify)      |
| 4. <input type="checkbox"/> Laser/4 pages per minute                     |   |

onsidering?

**26. Please check the category that best describes your position. (Please check only one)**

r?

- |   |   |
|---|---|
| 1. <input type="checkbox"/> Owner/Principal                   | 7. <input type="checkbox"/> Salesperson             |
| 2. <input type="checkbox"/> Upper Manager                     | 8. <input type="checkbox"/> Student                 |
| 3. <input type="checkbox"/> Middle Manager                    | 9. <input type="checkbox"/> Retired                 |
| 4. <input type="checkbox"/> Professional or Technical staff   | 10. <input type="checkbox"/> Other (please specify) |
| 5. <input type="checkbox"/> Educator                          |   |
| 6. <input type="checkbox"/> Administrative Assistant/Clerical |   |

**27. In what activity do you work? (Please check only one)**

- |  |  |
|--|--|
| 1. <input type="checkbox"/> Research and Development | 7. <input type="checkbox"/> General Administration, Management |
| 2. <input type="checkbox"/> Engineering              | 8. <input type="checkbox"/> Customer Service, Support          |
| 3. <input type="checkbox"/> Marketing                | 9. <input type="checkbox"/> Data Processing                    |
| 4. <input type="checkbox"/> Sales                    | 10. <input type="checkbox"/> Education, training               |
| 5. <input type="checkbox"/> Manufacturing            | 11. <input type="checkbox"/> Medical                           |
| 6. <input type="checkbox"/> Finance/Accounting       | 12. <input type="checkbox"/> Other (please describe)           |

**28. In what industry is your company? (Please check only one)**

- |  |  |
|--|--|
| 1. <input type="checkbox"/> Advertising/Marketing Communications | 8. <input type="checkbox"/> Manufacturing Industrial Goods |
| 2. <input type="checkbox"/> Business and Consulting Services     | 9. <input type="checkbox"/> Medical/Health Services        |
| 3. <input type="checkbox"/> Education                            | 10. <input type="checkbox"/> Scientific Research           |
| 4. <input type="checkbox"/> Finance/Insurance/Banking            | 11. <input type="checkbox"/> Software/Computer Services    |
| 5. <input type="checkbox"/> Government/Public Administration     | 12. <input type="checkbox"/> Wholesale/Retail Trade/Sales  |
| 6. <input type="checkbox"/> Law/Legal Services                   | 13. <input type="checkbox"/> Other (please describe)       |
| 7. <input type="checkbox"/> Manufacturing Consumer Goods         |  |

**29. Approximately how many employees are at your business location?**

- |  |                                       |  |
|--|---------------------------------------|--|
| 1. <input type="checkbox"/> 1 employee | 4. <input type="checkbox"/> 50 - 99   | 7. <input type="checkbox"/> 1000 - 4999                    |
| 2. <input type="checkbox"/> 2 - 9      | 5. <input type="checkbox"/> 100 - 499 | 8. <input type="checkbox"/> 5000 or more                   |
| 3. <input type="checkbox"/> 10 - 49    | 6. <input type="checkbox"/> 500 - 999 | 9. <input type="checkbox"/> Not applicable (Home/Personal) |

**30. Are you employed by a Fortune 500 company?**

- |                                 |                                |  |
|---------------------------------|--------------------------------|--|
| 1. <input type="checkbox"/> Yes | 2. <input type="checkbox"/> No | 3. <input type="checkbox"/> Don't know |
|---------------------------------|--------------------------------|--|

**31. Please indicate your level of satisfaction with each item below:**

Don't know		Poor				Excellent
1. Ease of setup	0	1	2	3	4	5
2. Ease of use/friendliness	0	1	2	3	4	5
3. Software compatibility	0	1	2	3	4	5
4. Color print quality	0	1	2	3	4	5
5. Black only print quality	0	1	2	3	4	5

**32. What do you like best about your HP DESKJET 550C printer? (please rank in order)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**33. What do you like least about your HP DESKJET 550C printer? (please rank in order)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**34. Would you recommend this printer to a friend with needs similar to yours?**

- |                                 |                                |
|---------------------------------|--------------------------------|
| 1. <input type="checkbox"/> Yes | 2. <input type="checkbox"/> No |
|---------------------------------|--------------------------------|

**35. If you answered "No" to the previous question, please specify why so we can improve our product.**

\_\_\_\_\_

**36. We welcome any other comments you may have about your HP DESKJET 550C printer.**

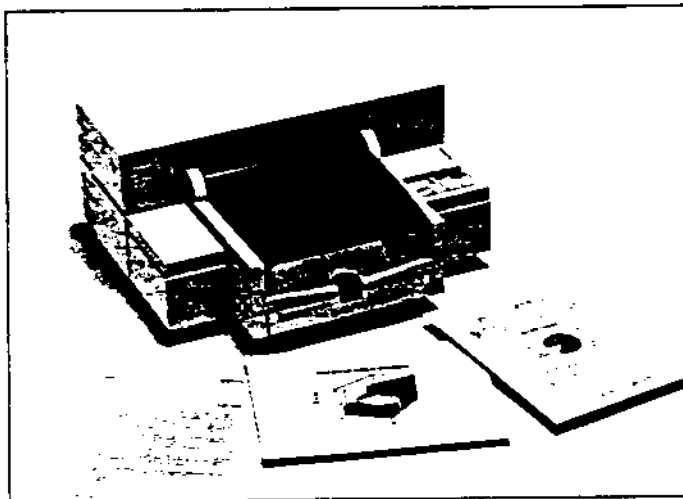
\_\_\_\_\_

**CONTEST RULES**

No purchase of Hewlett-Packard products is necessary. To obtain an additional card, write to Hewlett-Packard, Vancouver Division, P.O. Box 8906, Vancouver, WA 98668, Attn.: Market Intelligence. Limit of one entry per person. Entries must be received by the last day of the month to be eligible for that month's drawing. Drawing will be held on the 10th day of the following month, or the next business day if the 10th falls on a weekend or holiday. This promotion ends December 31, 1993. The only information required for entry is name, address, and telephone number. Entrants are not required to fill out the entire card. Hewlett-Packard employees and their families are not eligible. Void where prohibited or restricted by law. Odds of winning depend upon the total number of entries received each month. All entries become the property of Hewlett-Packard.

---

You could WIN a  
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---

HP DeskJet 550C

**VCD**

\_\_\_\_\_  
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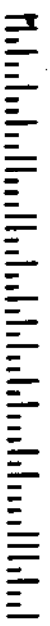
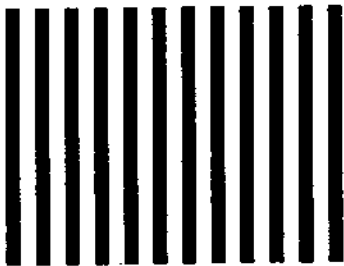
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# HP DeskJet 550C Printer

Please take a moment to let us know what you think about the documentation that you received with your printer. By completing this questionnaire and returning it to us, you provide us with valuable information to produce even better manuals in the future. We value your comments just as we value your business. Thank you!

1. Did you use the *HP DeskJet 550C Printer Setup Guide* in setting up your printer?

☐ Yes

☐ No

2. If you answered "yes" to question 1, rate these sections of the setup guide for ease of use:

	Very Difficult	Difficult	Average	Easy	Very Easy
• Connecting the Power Module/ Interface Cable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Loading Paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Installing Print Cartridges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. If you referred to the *HP DeskJet 550C Printer Software Guide for Microsoft® Windows™*, please rate it for the following:

	Poor	Fair	Good	Very Good	Excellent
• Depth of Coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Ease of Access to Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. If you referred to the user's guide, were you able to find what you needed?

Not at All	Sometimes	Every Time
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Please rate the user's guide for the following:

	Poor	Fair	Good	Very Good	Excellent
• Depth of Coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Overall Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Readability of Documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Quality of Illustrations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Ease of Access to Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. If you referred to the Color Guide, please rate it for the following:

	Poor	Fair	Good	Very Good	Excellent
• Depth of Coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Overall Content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

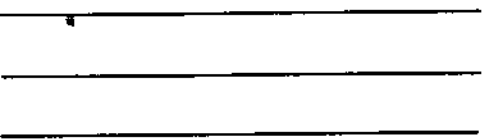
Please provide us with any additional comments or suggestions you may have:

\_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Occupation \_\_\_\_\_ Phone \_\_\_\_\_ 6/92



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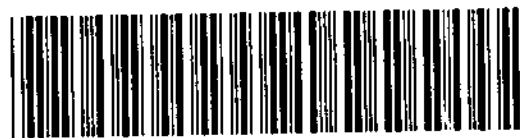


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